

FIG. 1
PRIOR ART

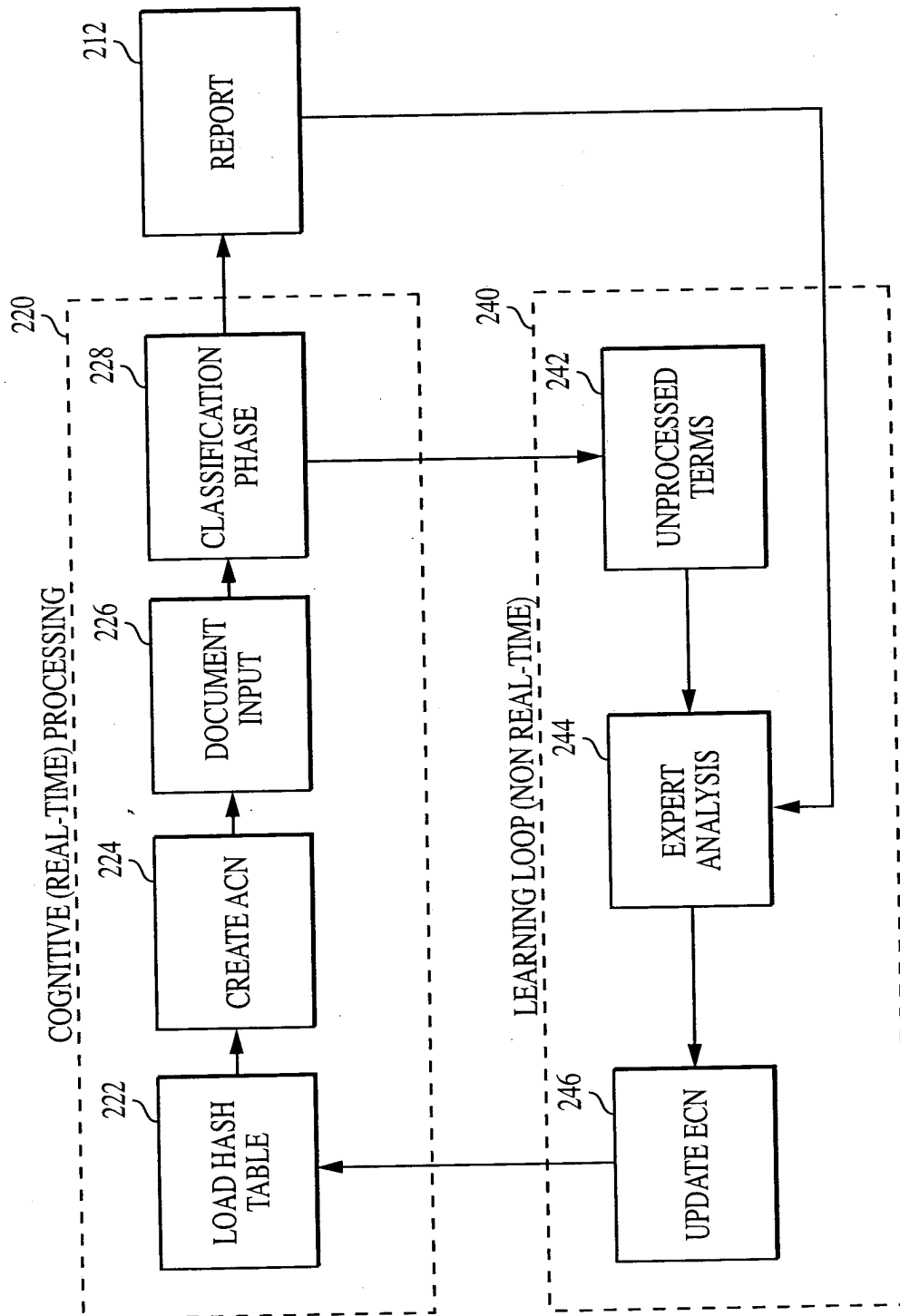


FIG. 2
PRIOR ART

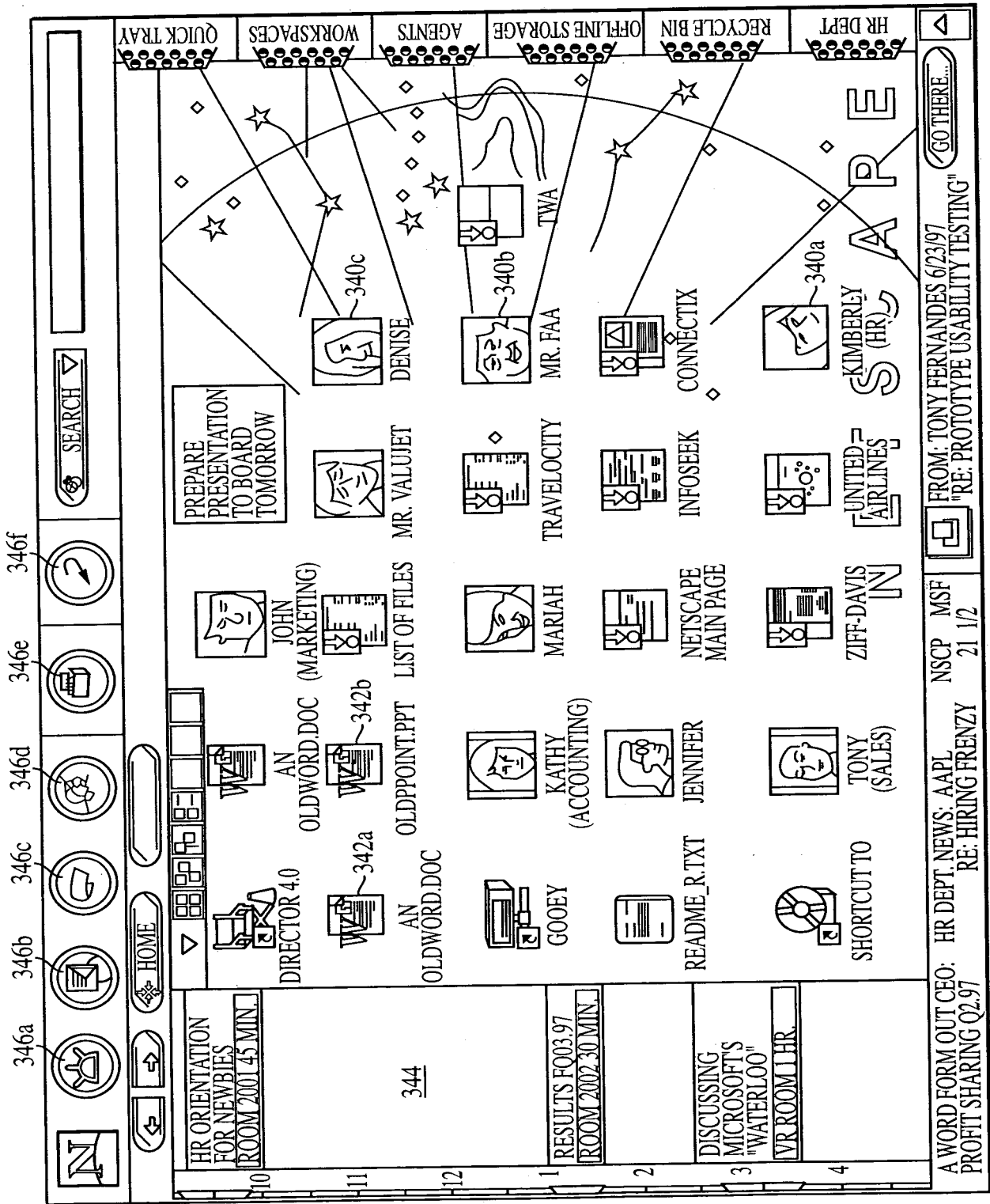


FIG. 3
PRIOR ART

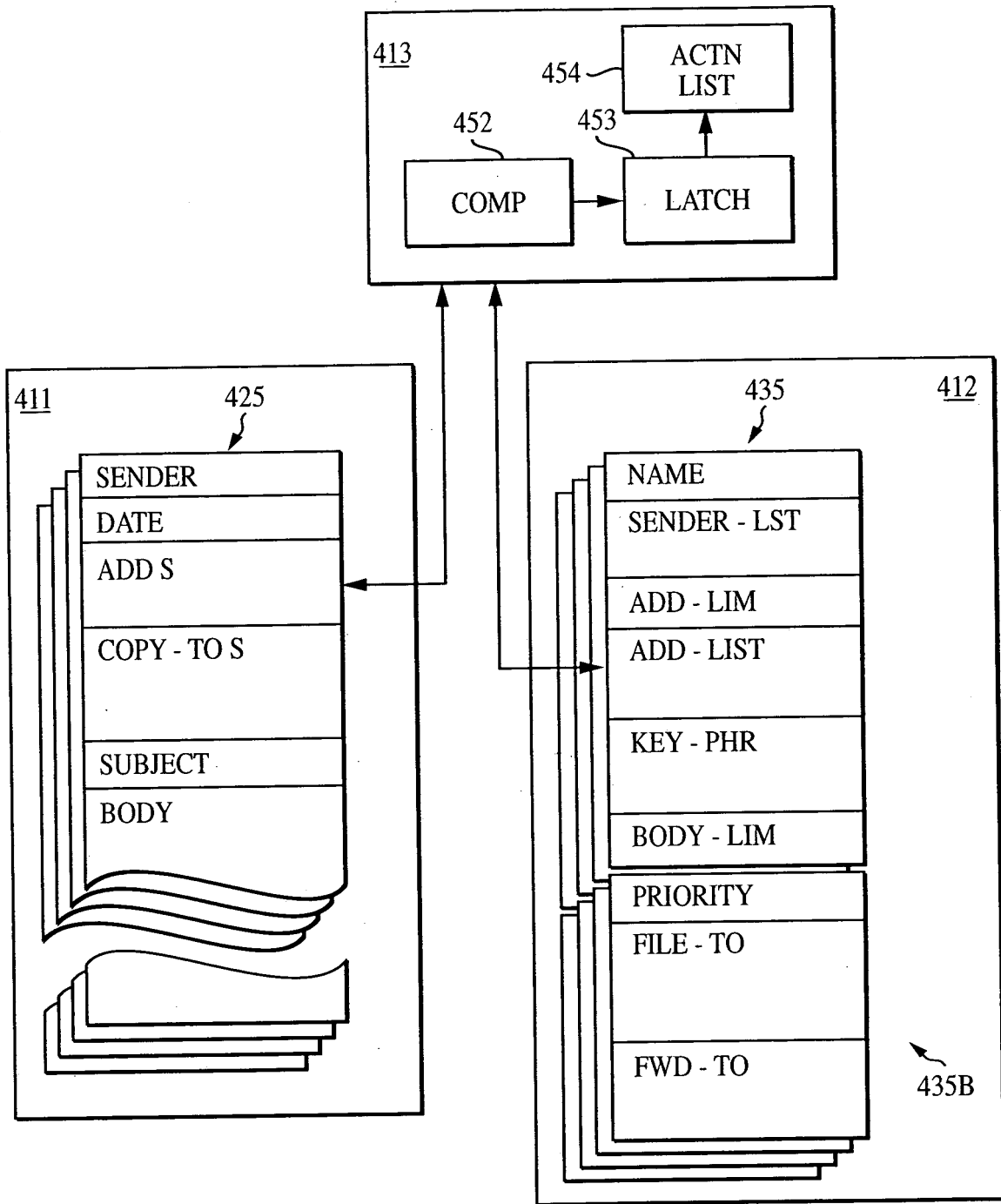


FIG. 4
PRIOR ART

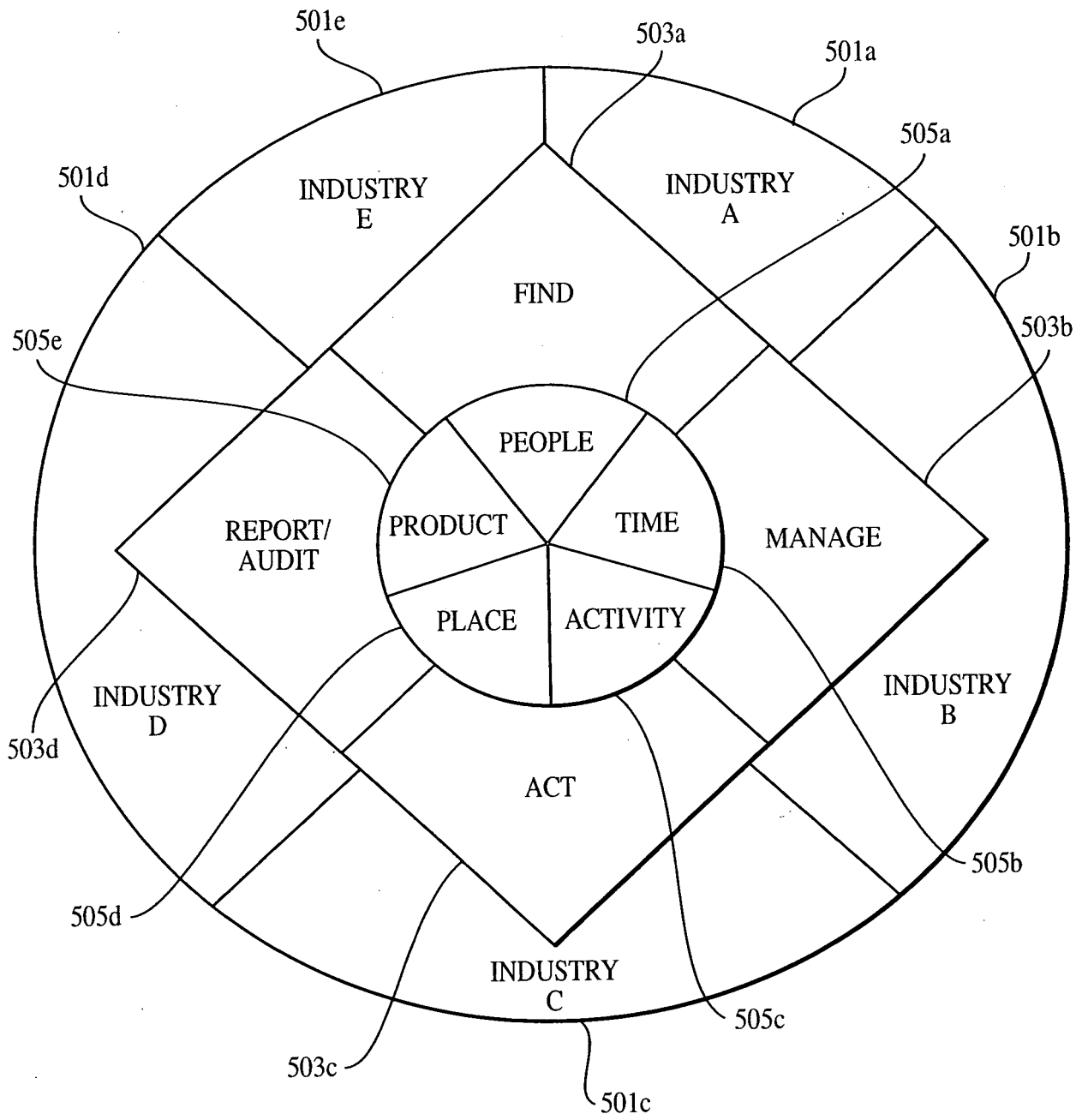


FIG. 5

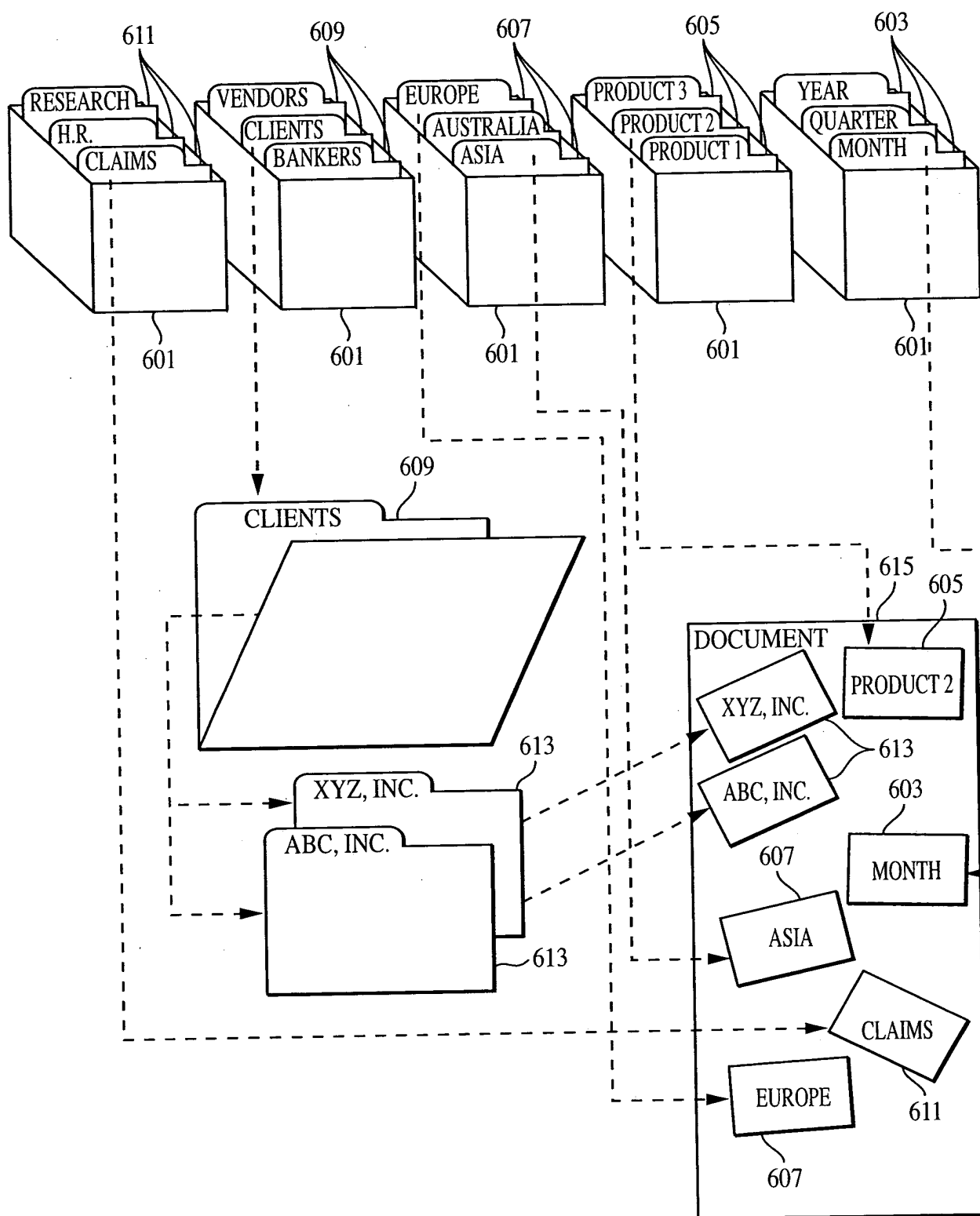


FIG. 6

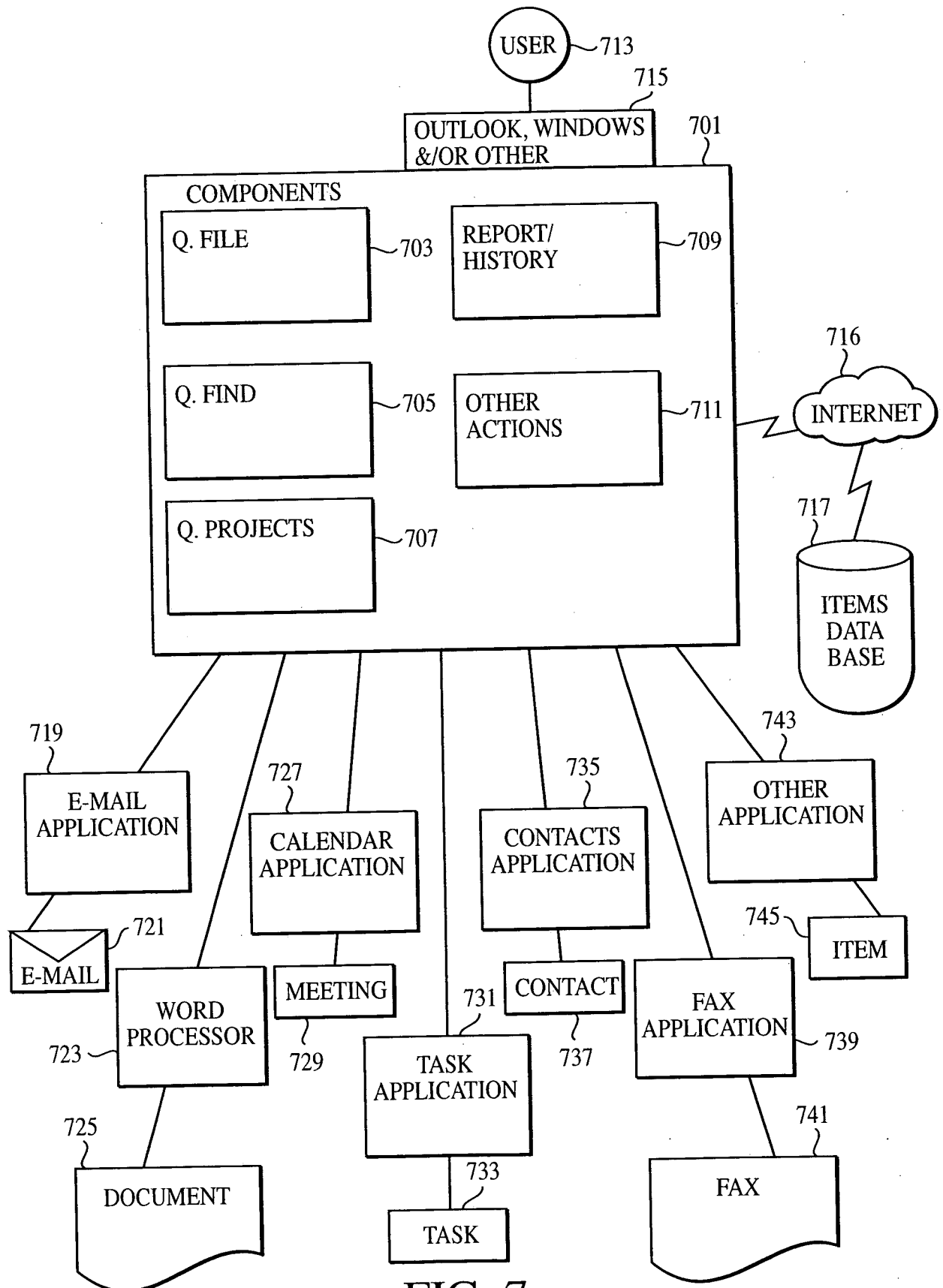


FIG. 7

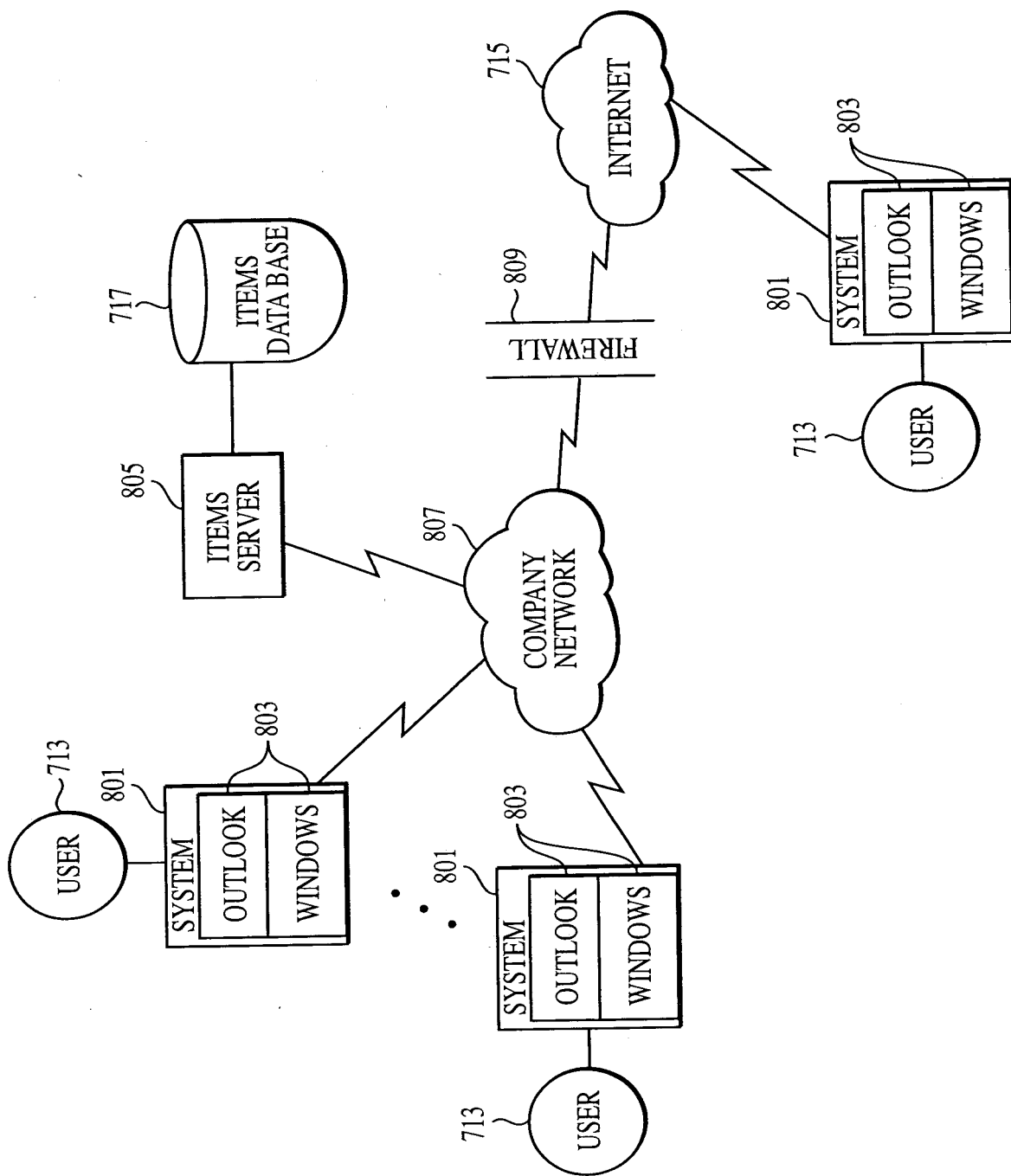


FIG. 8

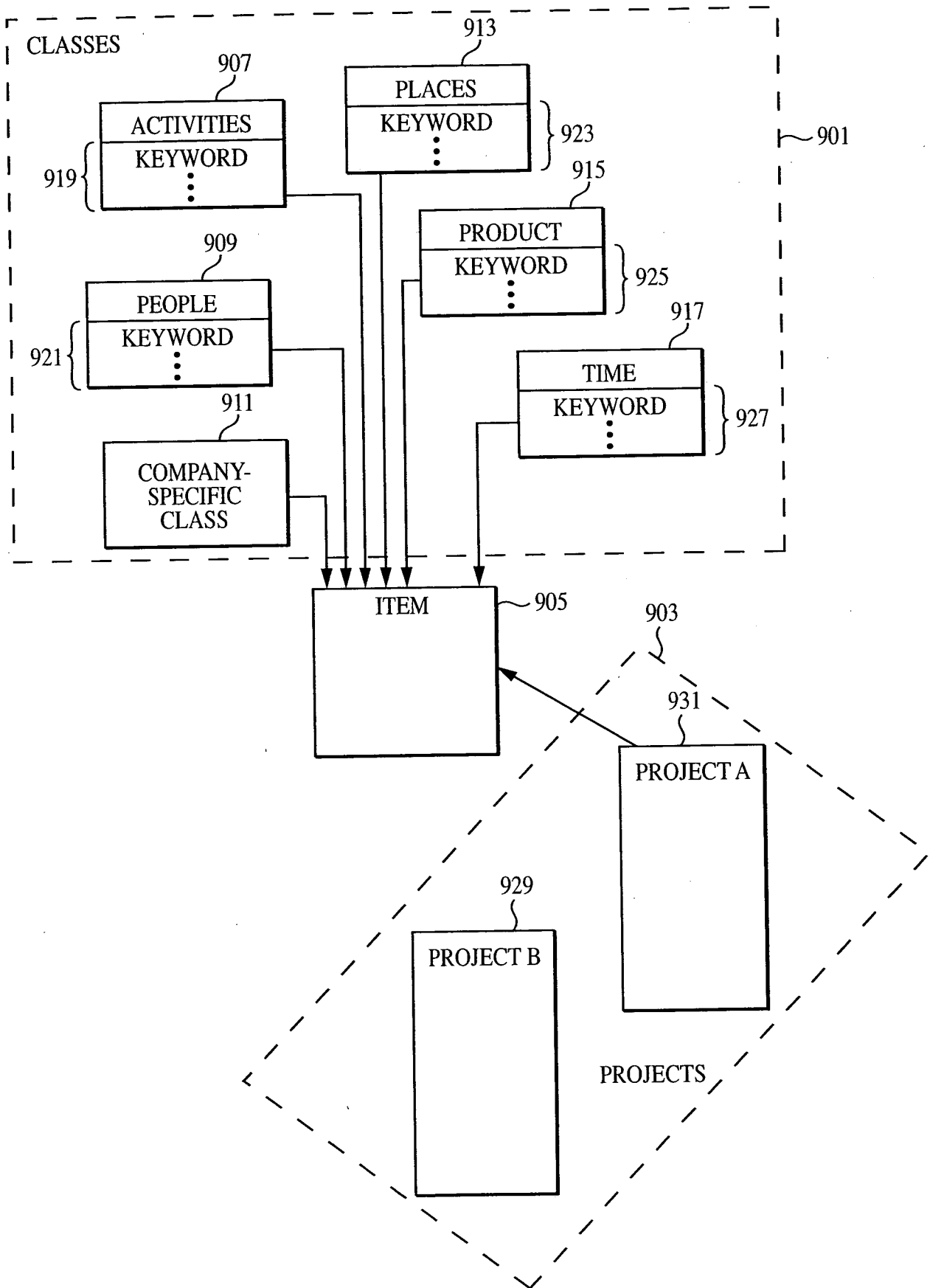


FIG. 9

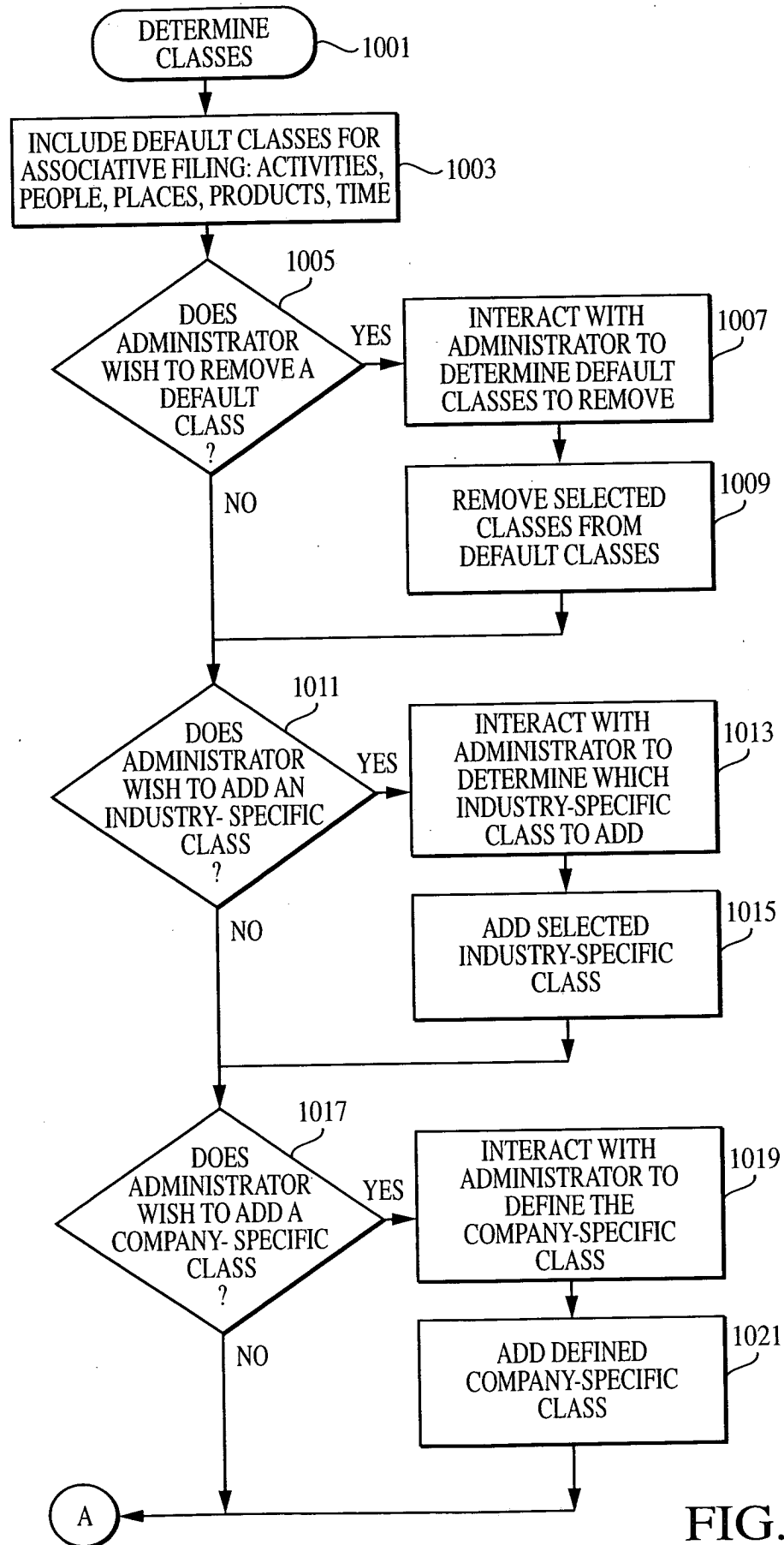


FIG. 10A

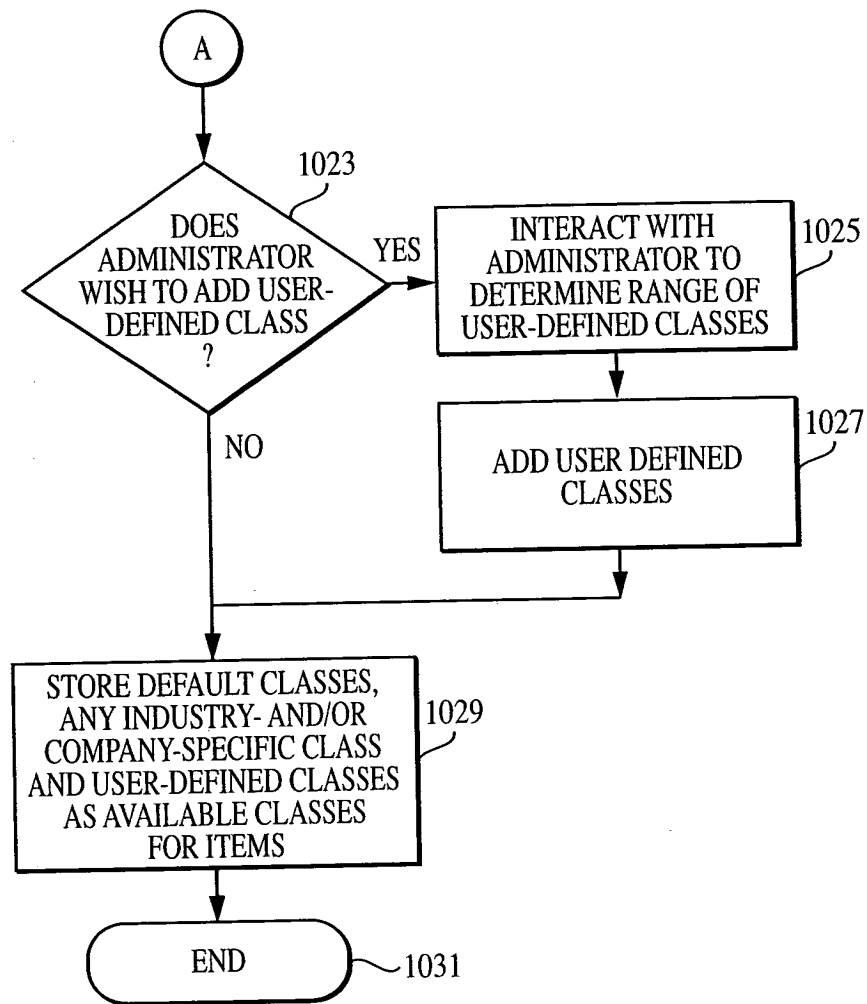


FIG. 10B

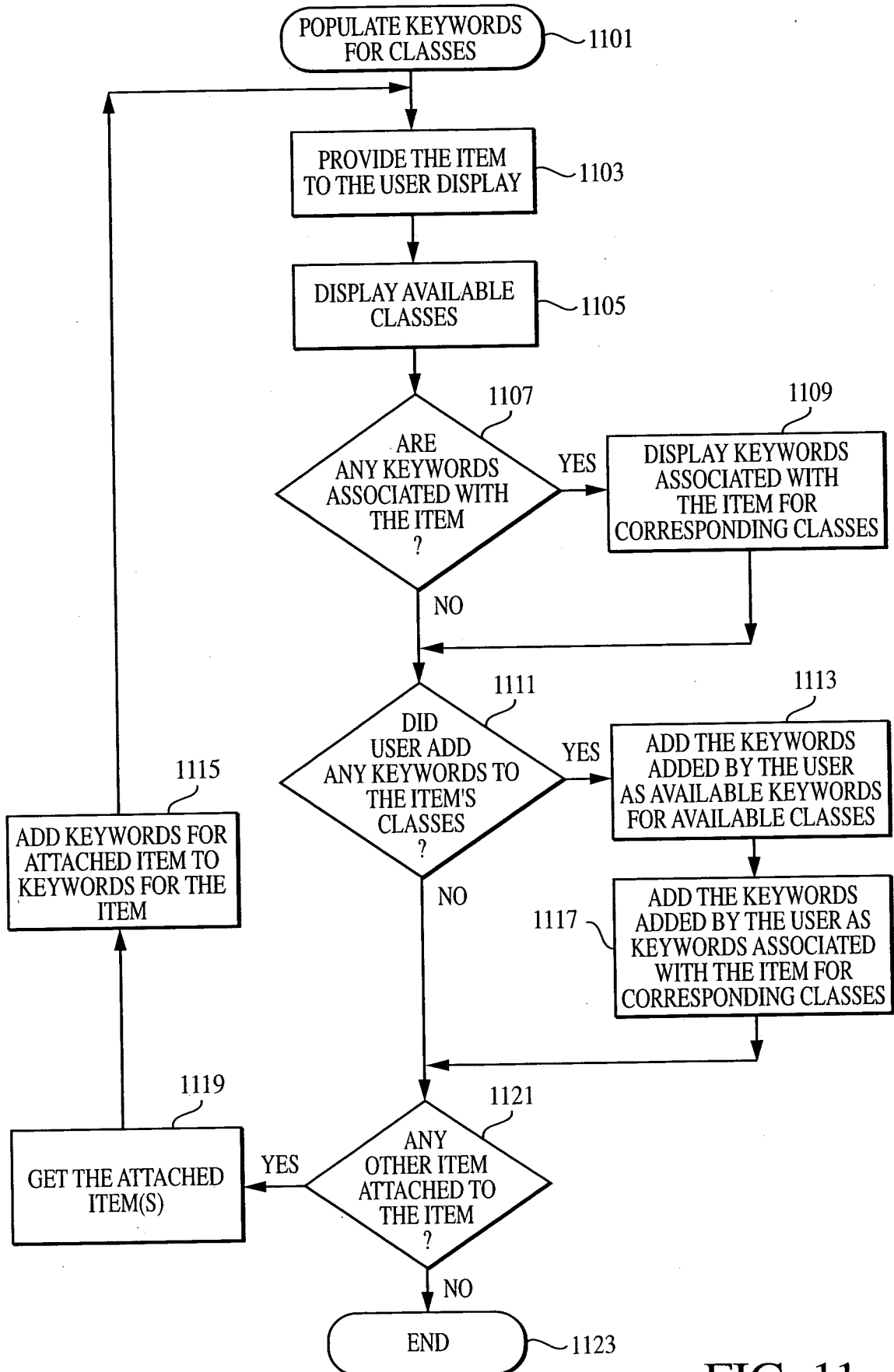


FIG. 11

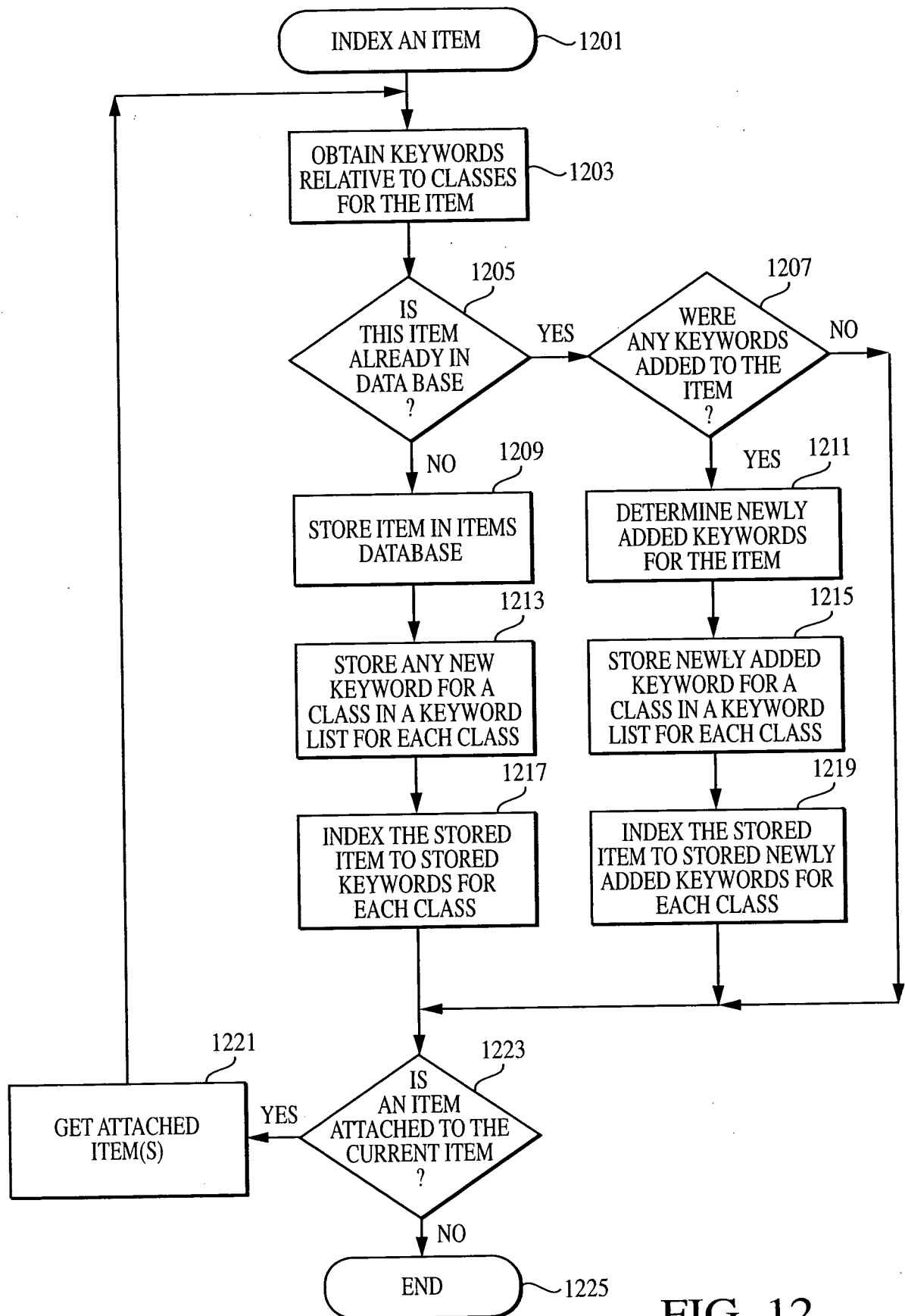


FIG. 12

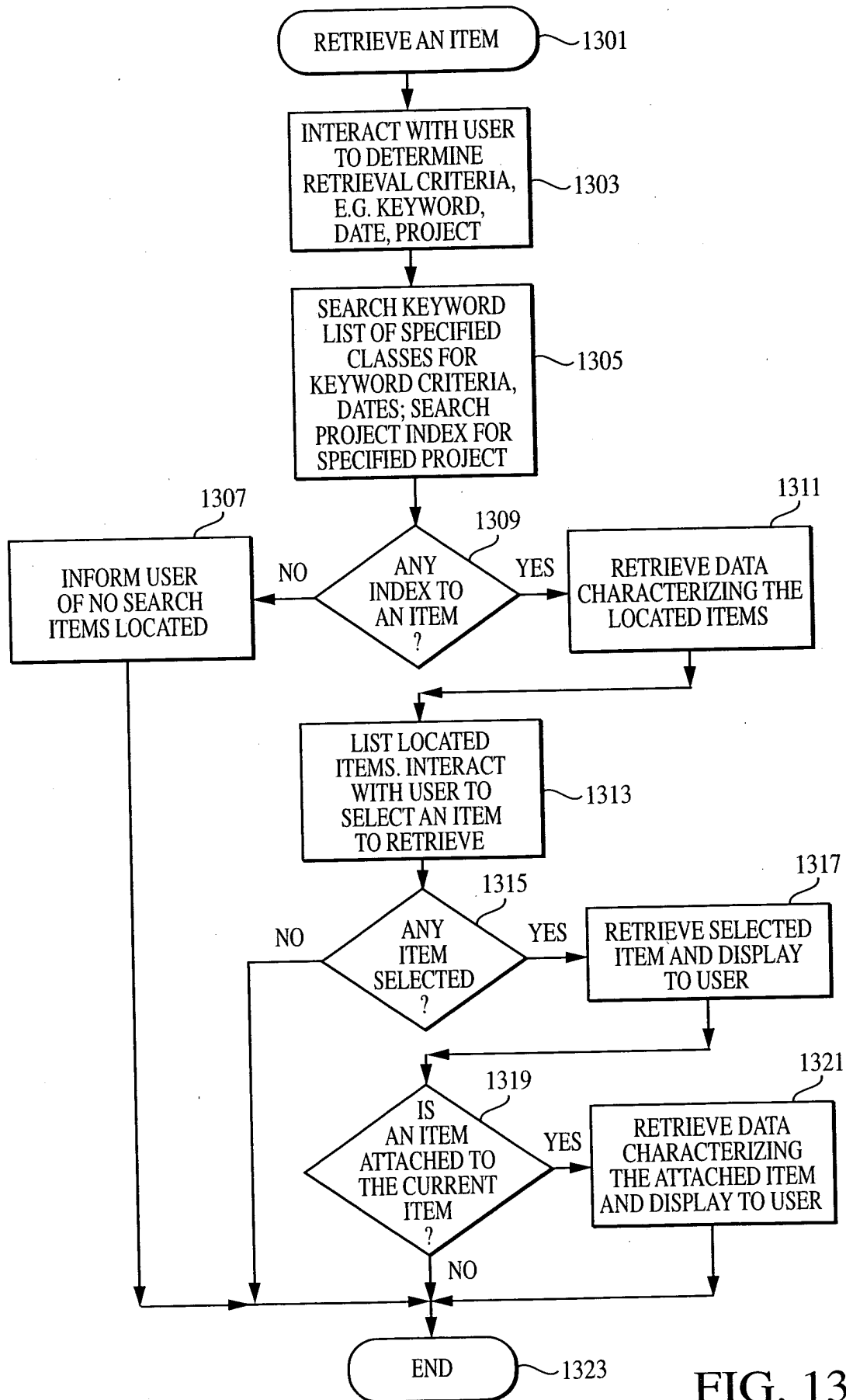


FIG. 13

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

1403 CREATE

1405 SEND REQUIRED DOCUMENT

1407 FIND W/IN PROJECT

1409 RUN REPORTS

1411 FORWARD PROJECT

1413 REQUEST APPROVAL

1415 BEGIN GLOBAL TOOLBAR

1437 Q.KNOW HELP

TYPE A QUESTION FOR HELP

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

1417 ID: 0000-00000-00005867

1419 {
BROKER: AON
CEDANT: CHUBB
INSURED: AMERICAN AIRLINES
U/W YEAR: 2003
PROD. TYPE: EXCESS OF LOSS

1421 {
INCEPTION DATE: 10/1/2002
EXPIRY DATE: 9/30/2004
TERM: 12 MOS

1423 {
COMPANY: RENRE
DIVISION: REINSURANCE

1425 {
ORIG. CURRENCY: USD
EPI: \$150,000
SUM INSURED: \$10,000,000
UPPER LIMIT: \$11,000,000
LOWER LIMIT: \$1,000,000
DEDUCTIBLE: \$1,000,000

1427 {
DUE: TUE 10/1/2002
STATUS: PENDING

SAVE

DOCUMENTS FORMS CALENDAR CONTACTS TASKS HISTORY Q.FILE

OWNER: JOE EMPLOYEE

1431 {
FULL NAME
JOE EMPLOYEE
SABINE POWERS
WALTER MATHERS
ADRIAN RIVERA
CARL SHELBY
HAL SMITH
PERRY YAO

COMPANY
RENRE
RENRE
AON
CHUBB
RENRE
RENRE
RENRE

BUSINESS PHONE
(408) 555-7891
(408) 555-1234
(408) 555-2345
(408) 555-3456
(408) 555-4567
(408) 555-5678
(408) 555-6789

BUSINESS FAX
(408) 555-7892
(408) 555-1235
(408) 555-2346
(408) 555-3457
(408) 555-4568
(408) 555-5679
(408) 555-6780

MOBILE PHONE
(408) 555-7893
(408) 555-1236
(408) 555-2347
(408) 555-3458
(408) 555-4569
(408) 555-5671
(408) 555-6781

EMAIL
JEMPLOYEE@RENRE.COM
SPOWERS@RENRE.COM
WMATHERS@AON.COM
ARIVERA@CHUBB.COM
CSHELBY@RENRE.COM
HSMITH@RENRE.COM
PYAO@RENRE.COM

SHOW ME: ALL CONTACTS

EMAIL TEAM MEMBERS

ADD A CONTACT

EDIT TEAM MEMBERS

FIG. 14

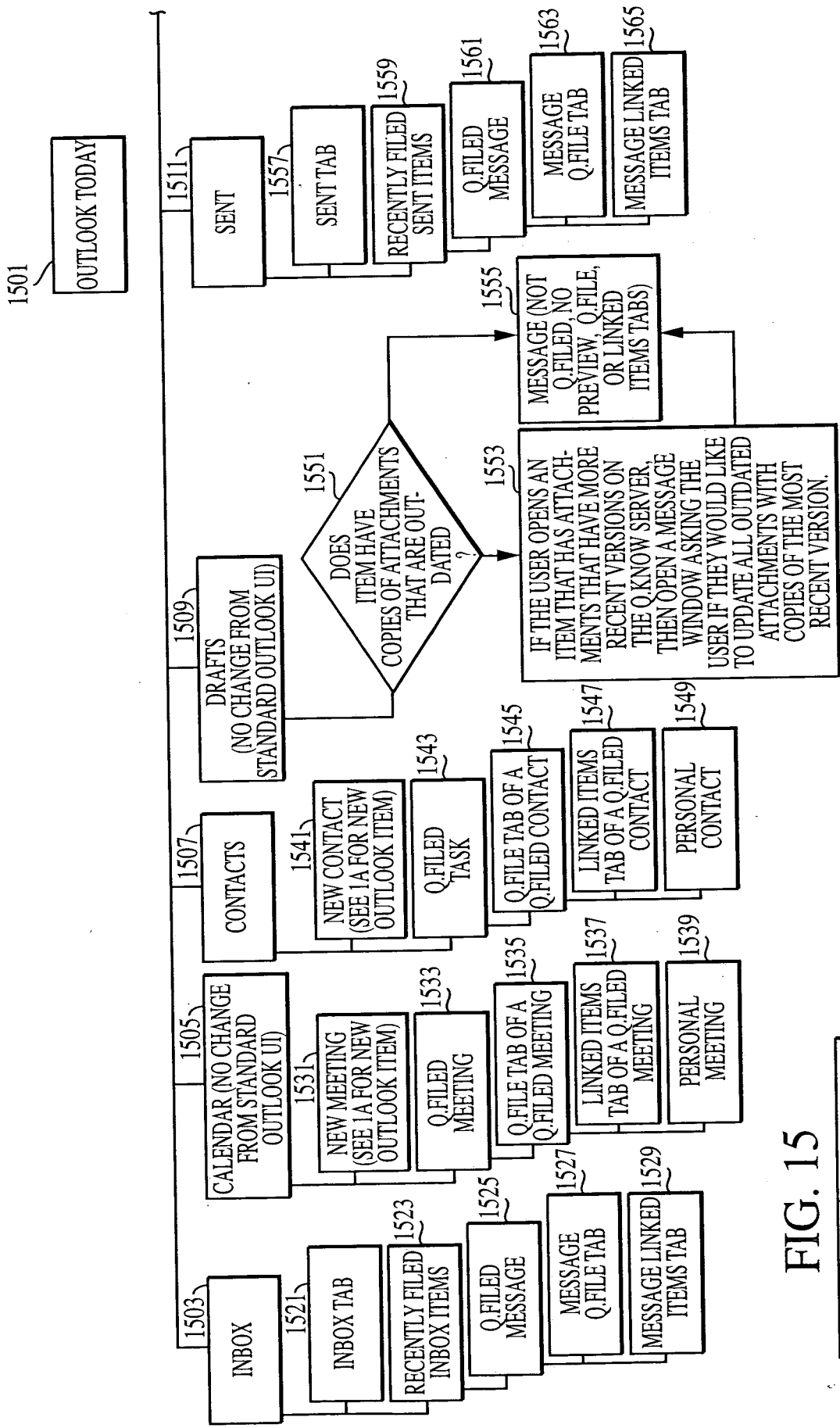
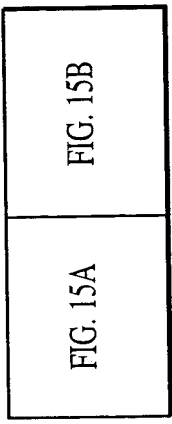


FIG. 15

FIG. 15A



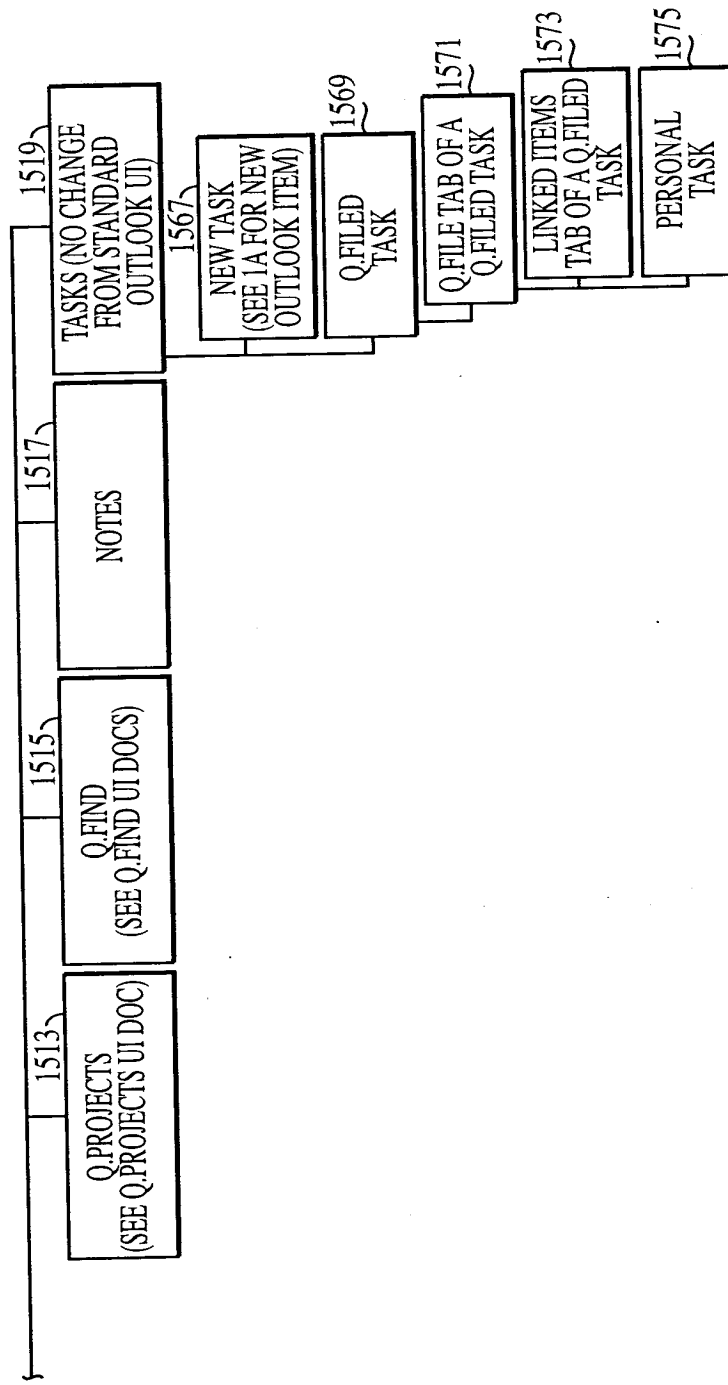


FIG. 15B

1601

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

SUBMIT

PREVIEW OF

BACK

INBOX

1611

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX 1605

Q KNOW ITEMS

Q PROJECTS 1607

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

9 ITEMS

INBOX

RECENTLY Q FILED

1609a

1609b

	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

DO NOT Q FILE THIS MESSAGE

FROM: SENDER NAME

TO: RECIPIENT NAME

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSECTETUER SADIPISCING TELTS

EMAIL MESSAGE, ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME,

RECIPIENT,

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD TINCIDUNT UT LOAOREET DOLORE MAGNA ALQUAM

ER AT VOLUTPAT.

IMAGE

SINCERELY,

SENDER

SEND/RECEIVE STATUS 0%

1615

1613

1617

FIG. 16

INBOX - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW REPLY TO ALL FORWARD SEND/RECEIVE FIND TYPE A QUESTION FOR HELP TYPE A CONTACT TO FIND									
CREATE REQUEST ADD TO PROJECT SET REMINDER FIND SIMILAR PROJECT ACTIONS Q KNOW HELP									
BACK INBOX ADDRESS INSERT FILE LOCATION GO									
Q KNOW SHORTCUTS [RECENTLY Q FILED] ?									
OUTLOOK TODAY									
INBOX									
Q KNOW ITEMS									
Q PROJECTS									
CALENDAR									
CONTACTS									
TASKS									
NOTES									
DELETED ITEMS									
PREVIEW [Q FILE DETAILS] LINKED ITEMS DO NOT Q FILE THIS MESSAGE									
AUTHOR: FULL NAME {1701 1705 SIZE: 539 KB									
DATE MODIFIED: TUE, JUNE 18, 2002 CHECKED OUT BY:									
[EMAIL MESSAGE] [ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME]									
A2 B C D E F G H I									
1 NEW EMAIL									
2 CONDITION 1: DEFAULT VIEW/PREVIEW OFF									
3 CONDITION 2: NO PROJECTS									
4 CONDITION 3: OPEN ITEM BY DOUBLE CLICKING AND USING Q FILE TAB OR RIGHT CLICK OPTION FOR Q FILE									
5 USE EXAMPLES:									
6 RECEIVE NEW EMAIL NO SYSTEM GUESSES AND TAG IT									
7 RECEIVE NEW EMAIL NO SYSTEM GUESSES AND FILE IT AS PERSONAL									
8 RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND TAG IT									
9 RECEIVE NEW EMAIL WITH MULTIPLE TOPICS									
10 RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND DELETE IT									
11									
12									
MY SHORTCUTS									
OTHER SHORTCUTS									
SEND/RECEIVE STATUS 0%									
9 ITEMS									

FIG. 17

1801

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

INBOX

RECENTLY Q FILED

?

	Q		FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
OUTLOOK TODAY							
INBOX							
Q KNOW ITEMS							
Q PROJECTS							
CALENDAR							
CONTACTS							
TASKS							
NOTES							
DELETED ITEMS							

PREVIEW

Q FILE DETAILS

LINKED ITEMS

1 Q KNOW FILING MESSAGES

1813

1815

1817

1819

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LEAVE A COPY OF THIS MESSAGE IN MY INBOX

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

1805

Q FILE

1809

1807

FIG. 18

1901

2107

1905

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

Q KNOW HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

INBOX

RECENTLY Q FILED

DATE RANGE

LAST 7 DAYS

SUBJECT

RECEIVED

SIZE

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

PREVIEW

Q FILE DETAILS

LINKED ITEMS

SHOW

ALL

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

USER

NAME

DATE MODIFIED

SIZE

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 19

2001

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

RECENTLY Q FILED

INBOX

FROM

SUBJECT

RECEIVED

SIZE

PROJECT TYPE

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

FROM: SENDER NAME

TO: SABINE POWERS

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET

ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME,

RECIPIENT.

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD THINCIDUNT UT LOOREET DOLORE MAGNE ALQUAM

ER AT VOLUTPAT.

IMAGE

SENCERELY, SENDER

SEND/RECEIVE STATUS 0%

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

2005

2007

FIG. 20

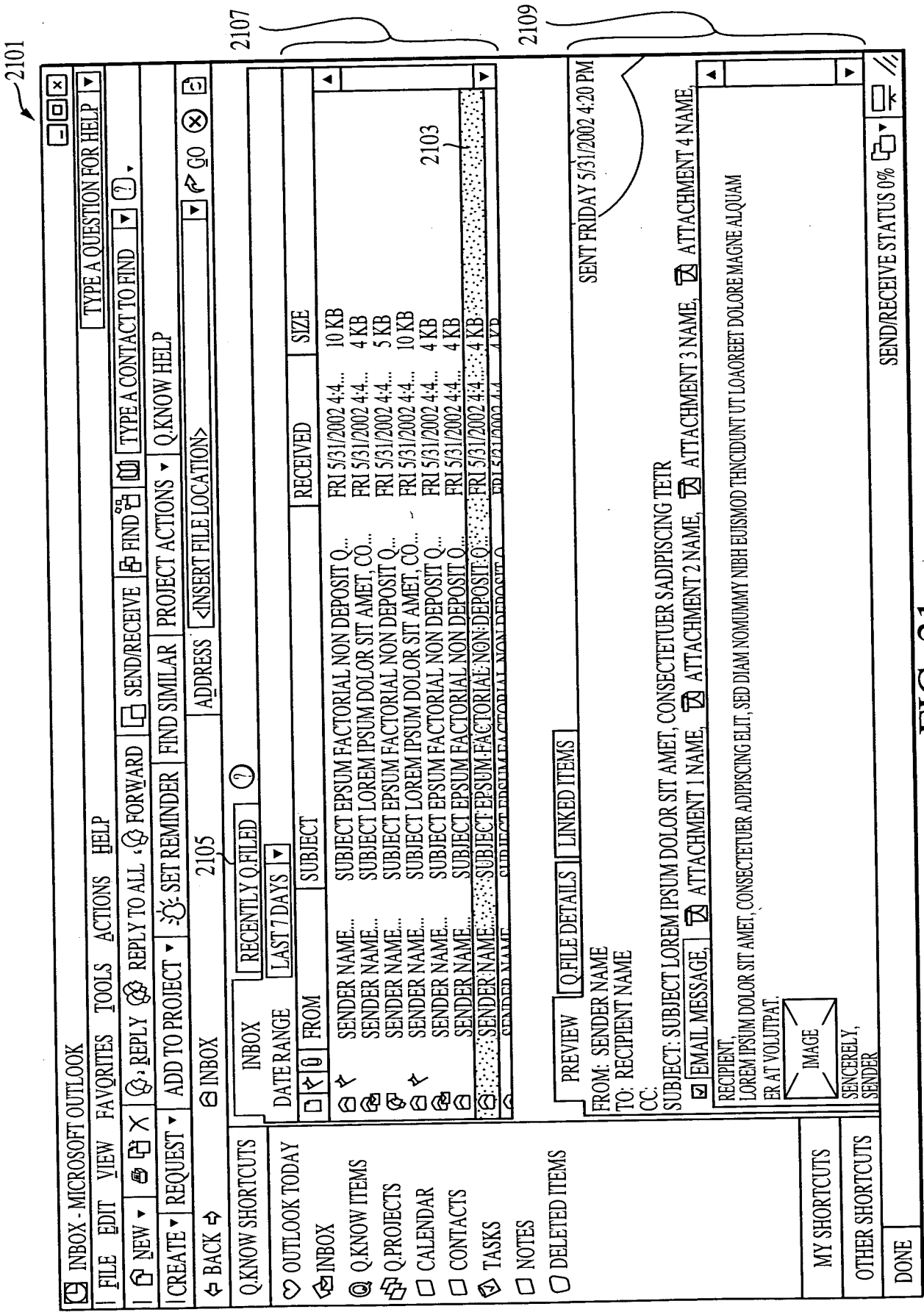


FIG. 21

2201

SENT ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

SENT ITEMS

2203

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SENT

RECENTLY Q FILED

DATE RANGE: LAST 7 DAYS

TO

SUBJECT

SENT

SIZE

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

FRI 5/31/2002 4:4...

10 KB

4 KB

5 KB

10 KB

4 KB

4 KB

4 KB

4 KB

SEND/RECEIVE STATUS 0%

2205

FIG. 22

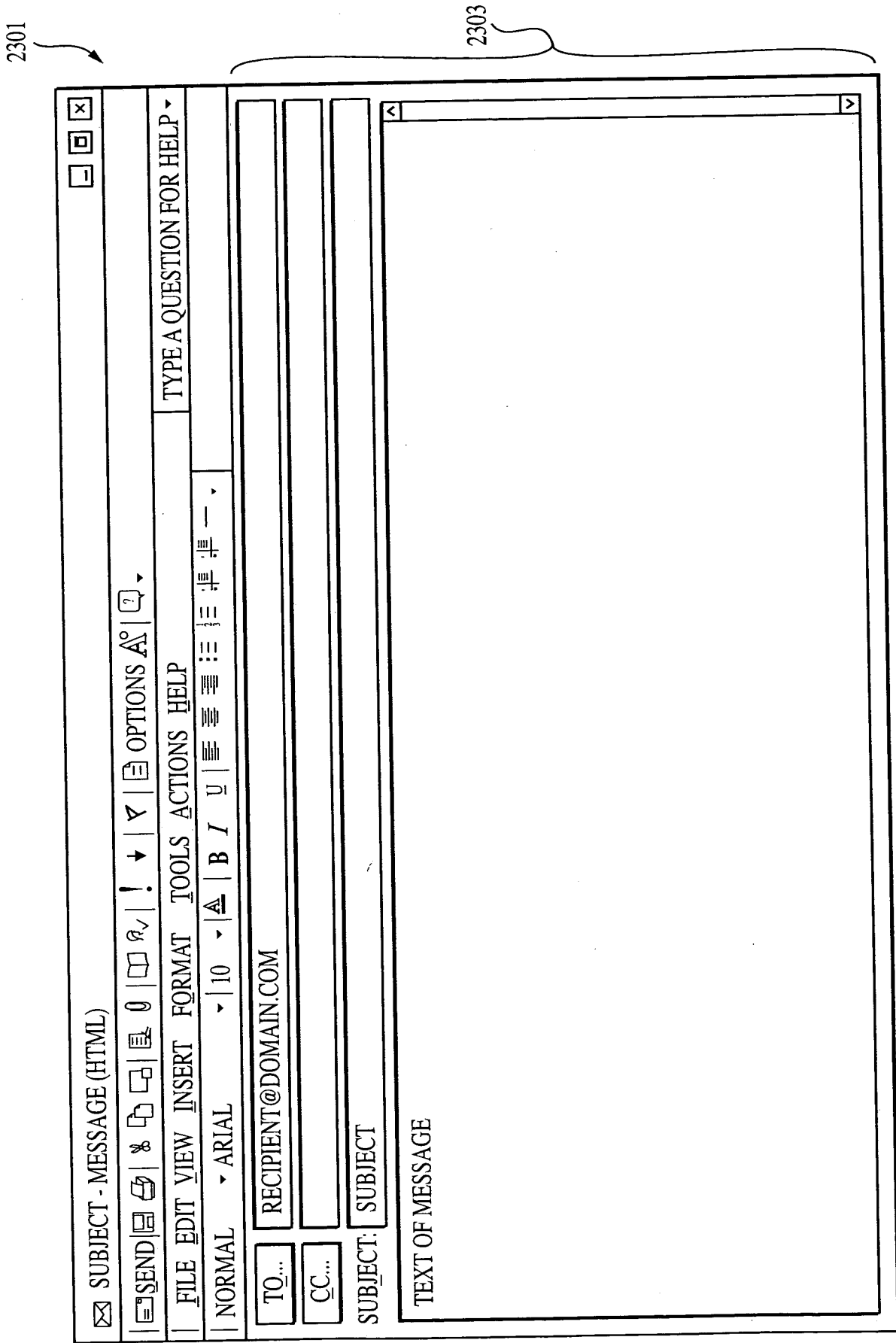


FIG. 23

2401

Q.FILE AND SEND "SUBJECT"

SELECT THE ITEMS TO BE Q.FILED WITH THE FILING SUMMARY BELOW.

Q.	<input type="checkbox"/>	NAME
? <input checked="" type="checkbox"/>	<input type="checkbox"/>	SUBJECT

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION.

PREVIEW

Q.FILE DETAILS

☒ THIS ITEM IS FILED IN Q.KNOW

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT Q.SET

ADD ▾

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: EMAIL TEST WITH ATTACHED.QPI

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT
PEOPLE: CLIENTS.AXA
PLACES: CORPORATE LOCATIONS.EUROPE
PRODUCTS:
TIME:

Q.FILE & SEND
DO NOT Q.FILE
CANCEL

2403

FIG. 24

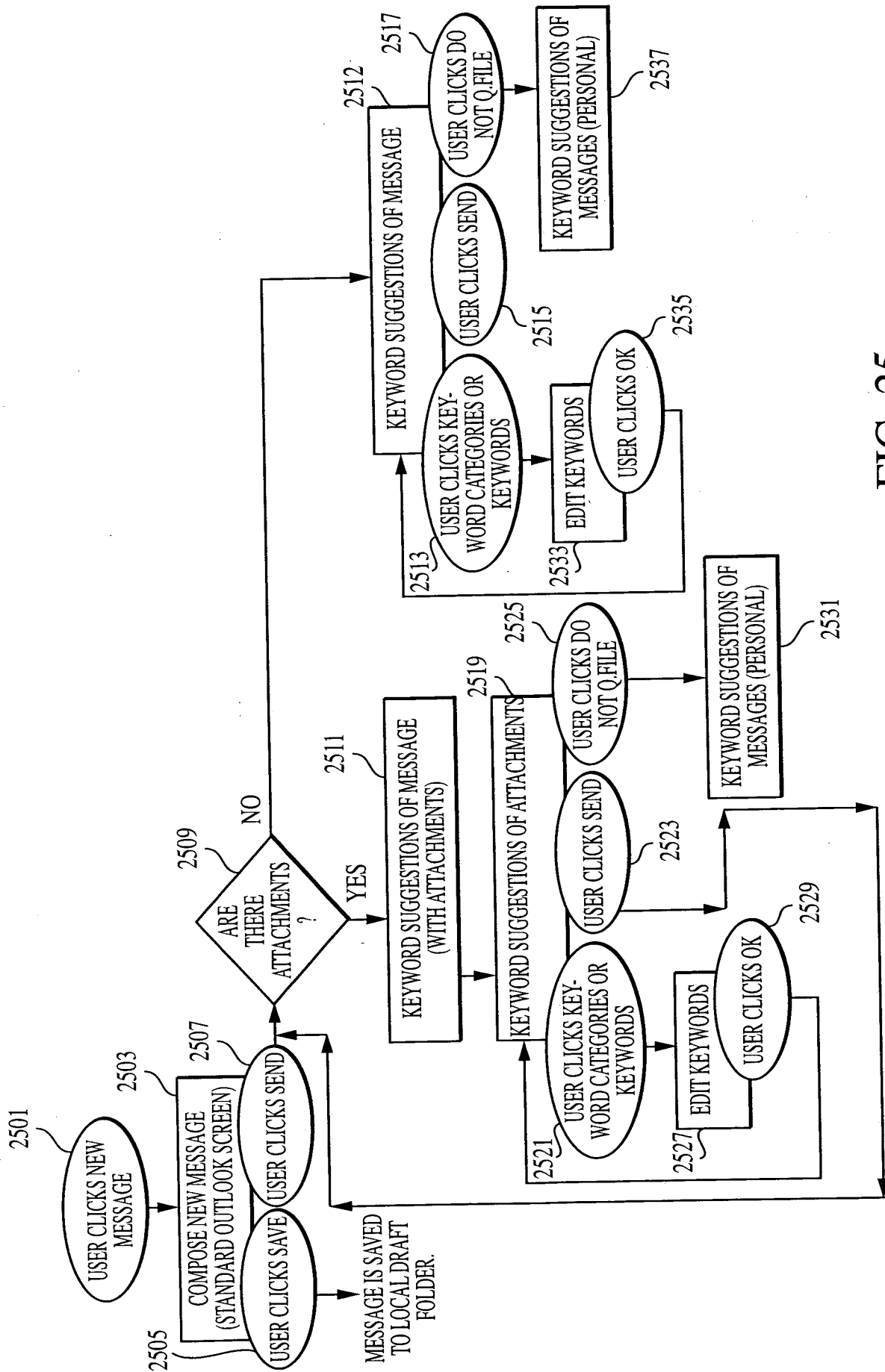


FIG. 25

SEND EMAIL - <EMAIL SUBJECT>	
PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ?	
Q.	NAME
Q	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
?	ATTACHMENT NAME 3
?	ATTACHMENT NAME 4
<input checked="" type="checkbox"/> GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM. <input type="checkbox"/> DO NOT Q.FILE THIS MESSAGE	
PREVIEW	Q.FILE DETAILS
SELECT Q.PROJECTS...	SELECT KEYWORDS...
FILING SUMMARY	
LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...	
ACTIVITY:	SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
PRODUCT:	SUBROOT: KEYWORD
PLACE:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
<input type="button" value="RESET TO ORIGINAL SUGGESTIONS"/> <input type="button" value="Q.FILE AND SEND"/> <input type="button" value="CANCEL"/>	

FIG. 26

2701
2705
2703

☒

☐

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

CURRENT KEYWORD SUMMARY FOR SPAM:

ACTIVITIES: DELIVERABLES.MESSAGES CHRIS.FOOTBALL DA.BOMB.MASTER.BLASTER QA.HOLA QA.MESSAGE QA.YO

PEOPLE:

PLACES:

PRODUCTS:

TIME:

☒ SELECT THESE KEYWORDS

LINKED Q.PROJECTS

EMAIL TEST PROJECT

ACTIVITIES, CLIENT MANAGEMENT

59064892-DA9F-4A06-901D01DC03D63A80

7/8/2003 9:52:47 AM

ACTIVE PENDING

Q.PROJECT KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT.MANAGEMENT

PEOPLE: CLIENTS.SLX

PLACES: EUROPE.GERMANY

PRODUCTS: PRODUCT.TYPE.TEST

TIME:

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 27

2801

2803

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q	0	NAME
Q	0	<input checked="" type="checkbox"/> SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	-	<input type="checkbox"/> ATTACHMENT NAME 1
Q	-	<input type="checkbox"/> ATTACHMENT NAME 2
?	-	<input type="checkbox"/> ATTACHMENT NAME 3
?	-	<input type="checkbox"/> ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
☒ DO NOT Q.FILE THIS MESSAGE

THIS MESSAGE AND ITS ATTACHMENTS WILL NOT BE Q.FILED.

RESET TO ORIGINAL SUGGESTIONS

SEND

CANCEL

FIG. 28

2901

2903

2905

?

✕

SEND EMAIL - <EMAIL SUBJECT>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q. 0

NAME

+

☒ SUBJECT LOREM IPSUM DOLOR SIT AMIT

☐ DO NOT Q.FILE THIS MESSAGE

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE... ②

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

<

>

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 29

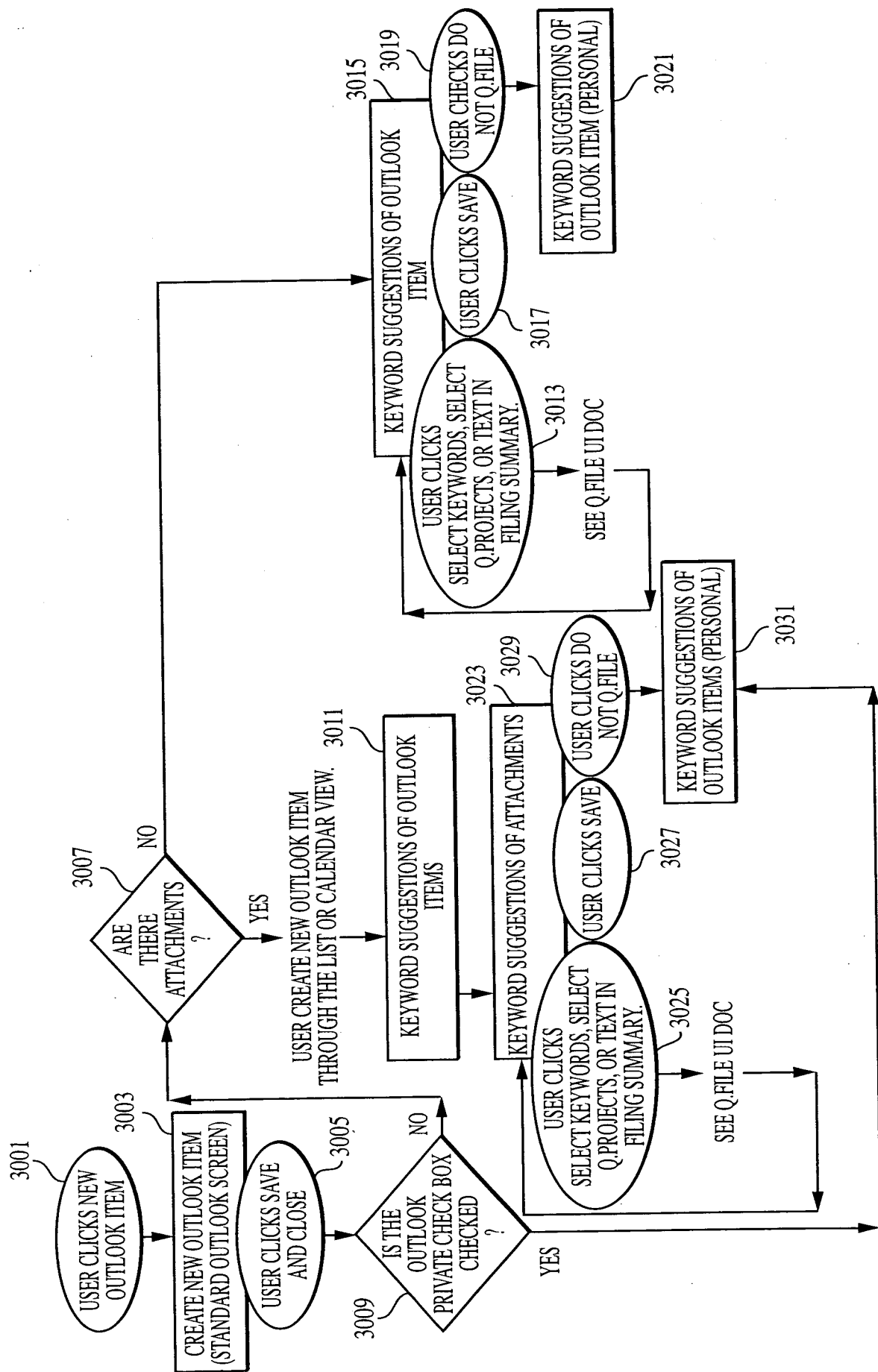


FIG. 30

3101

?

?

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

3103

?

?

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ?

Q. #	NAME
Q 0	FIRST LASTNAME
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
?	ATTACHMENT NAME 3
	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☐ DO NOT Q.FILE THIS <OUTLOOK ITEM>

3105

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

FIG. 31

3201
3207
3203

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

CURRENT KEYWORD SUMMARY FOR TEST MEETING.MSG:

☒

☐

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

EMAIL TEST WITH ATTACHED

ACTIVITIES.CLIENT MANAGEMENT

84553FE4-4805-49DF-B5D2-8194377234CC

7/9/2002 3:43:31 PM

ACTIVE

☒ SELECT THESE KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 32

3301

?

✕

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q.

0

NAME

Q

0

SUBJECT LOREM IPSUM DOLOR SIT AMIT

?

ATTACHMENT NAME 1

Q

ATTACHMENT NAME 2

?

ATTACHMENT NAME 3

ATTACHMENT NAME 4

3303

☒ DO NOT Q.FILE THIS <OUTLOOK ITEM>

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

THIS ITEM AND ITS ATTACHMENTS WILL NOT BE Q.FILED, AND WILL BE SAVED TO OUR LOCAL MACHINE ONLY.

RESET TO ORIGINAL SUGGESTIONS

SAVE

CANCEL

3309

FIG. 33

[illegible]

3505

3507

CONTACTS...

MEETING AGENDA

START TIME: TUESDAY 10/1/2002 2:00 PM

END TIME: TUESDAY 10/1/2002 2:30 PM

REMINDER: 15 MINUTES

CONTACTS...

WEB CONTACT

FILE EDIT VIEW INSERT FAVORITES TOOLS ACTIONS HELP

SAVE AND CLOSE

DO NOT Q. FILE THIS TASK

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

FULL NAME

JOB TITLES

COMPANY

FILE AS:

ADDRESS...

BUSINESS

FIRST LASTNAME

SALES REP

COMPANY NAME

LASTNAME, FIRST

BUSINESS

HOME

BUSINESS FAX

MOBILE

EMAIL

DISPLAY

LASTNAME@COMPANY.COM

FIRST LASTNAME(LASTNAME@COMPANY.COM)

WEB PAGE ADDRESS:

IM ADDRESS:

CATEGORIES...

PRIVATE

FIG. 35B

FIG. 35B

Figure 1 is a schematic diagram of a graphical user interface (GUI) for a project management application. The interface is divided into several sections. At the top, there is a title bar with a maximize, minimize, and close button icon. Below the title bar is a menu bar with "TYPE A QUESTION FOR HELP". The main area is divided into two panes. The left pane contains a "Q.FILE" button and a "Q.MESSAGE" button. The right pane contains a "Q.MESSAGE" button and a "Q.MESSAGE" button. The bottom section contains a "Q.MESSAGE" button and a "Q.MESSAGE" button. The interface is labeled with reference numerals 3601 and 3603.

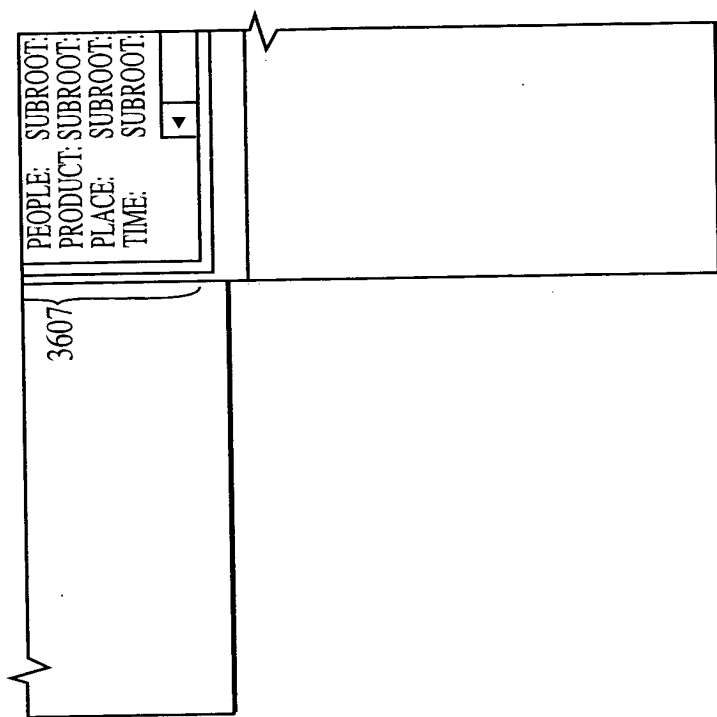


FIG. 36C

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP

[SAVE AND CLOSE] [FIRST LASTNAME - CONTACT]

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS Q.FILE DETAILS LINKED ITEMS

<Q KNOW FILING MESSAGE>

[SELECT Q.PROJECTS...] [SELECT KEYWORDS...] [SELECT KEYWORD SET...] [ADD] [Q.FILE LIKE...] [Q.FILE]

FILING SUMMARY
LINKED Q PROJECTS: Q PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD,
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FIG. 36D

3701

Q.FILE MULTIPLE ITEMS

Q.FILE ALL ITEMS THE SAME OR EACH ONE INDIVIDUALLY. ?

Q.	NAME	EMAIL SUBJECT
?	?	?
?	?	?
Q	Q	Q
?	?	?
?	?	?

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION.
 ☐ DO NOT Q.FILE THIS ITEM

PREVIEW

Q.FILE DETAILS

☒ FILING SUMMARY WILL APPLY TO ALL CHECKED ITEMS.

SELECT Q.PROJECTS...
 SELECT KEYWORDS...
 SELECT Q.SET
 ADD
 Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS:

ACTIVITY:
 PEOPLE:
 PRODUCT:
 PLACE:
 TIME:

Q.FILE

CANCEL

3703

3705

3707

3709

FIG. 37

3801

Q.FILE AND SEND <MESSAGE SUBJECT>

Q. 0

NAME

Q 0 ☒ SUBJECT LOREM IPSUM DOLOR SIT AMIT

? ☐ ATTACHMENT NAME 1

Q ☐ ATTACHMENT NAME 2

? ☐ ATTACHMENT NAME 3

? ☐ ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS THEIR MESSAGE.

DO NOT Q.FILE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 38

3811

Q.FILE AND SEND OUTGOING MESSAGE

PLEASE Q.FILE THE MESSAGE YOU RECEIVED AS WELL AS THE ONE YOU ARE SENDING. 3901

Q. 0	NAME
Q 0	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
Q 0	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	ATTACHMENT NAME 1

DO NOT Q.FILE

DO NOT Q.FILE THIS MESSAGE

DO NOT W.FILE THIS ITEM

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 39

4001

Q.FILE <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

4003

Q. 0 NAME

Q 0 SUBJECT LOREM IPSUM DOLOR SIT AMIT

4005

? -- ATTACHMENT NAME 1

Q -- ATTACHMENT NAME 2

? -- ATTACHMENT NAME 3

? -- ATTACHMENT NAME 4

4007

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS <ITEM TYPE>

DO NOT Q.FILE

4013

PREVIEW Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

②

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

4009

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

4015

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

FIG. 40

Q.Q.FILE MULTIPLE ITEMS
✕

APPLY THE SAME Q.FILE INFORMATION TO EACH ITEM.

☐ NAME

PPT.PPT
 DOC.DOC

☒ ADD Q.FILE INFORMATION TO EACH ITEM.
 ☐ REPLACE Q.FILE INFORMATION FOR EACH ITEM.

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT Q.SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

Q.FILE

CANCEL

FIG. 41

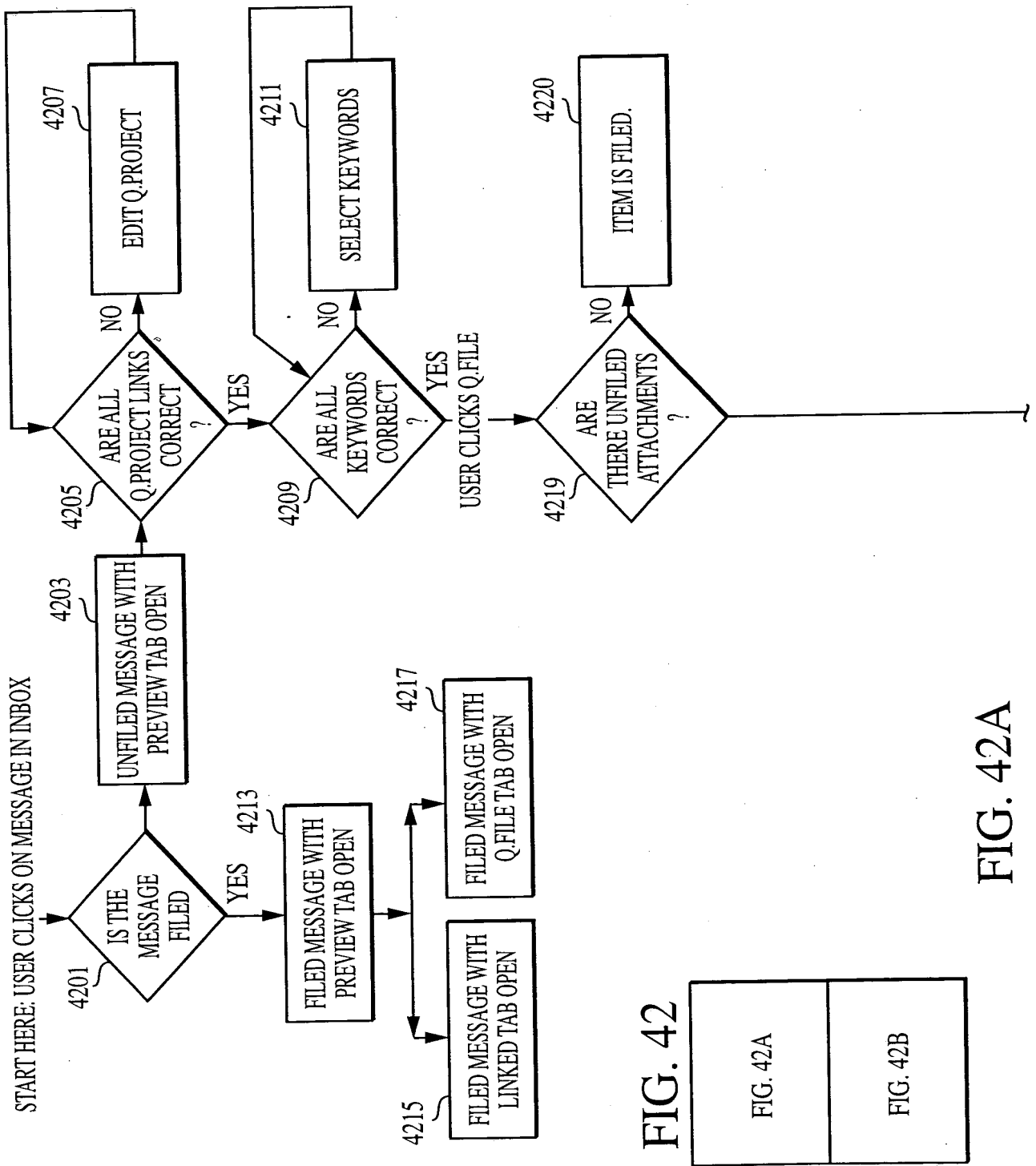
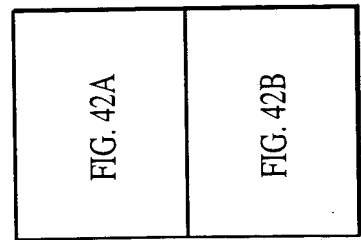


FIG. 42



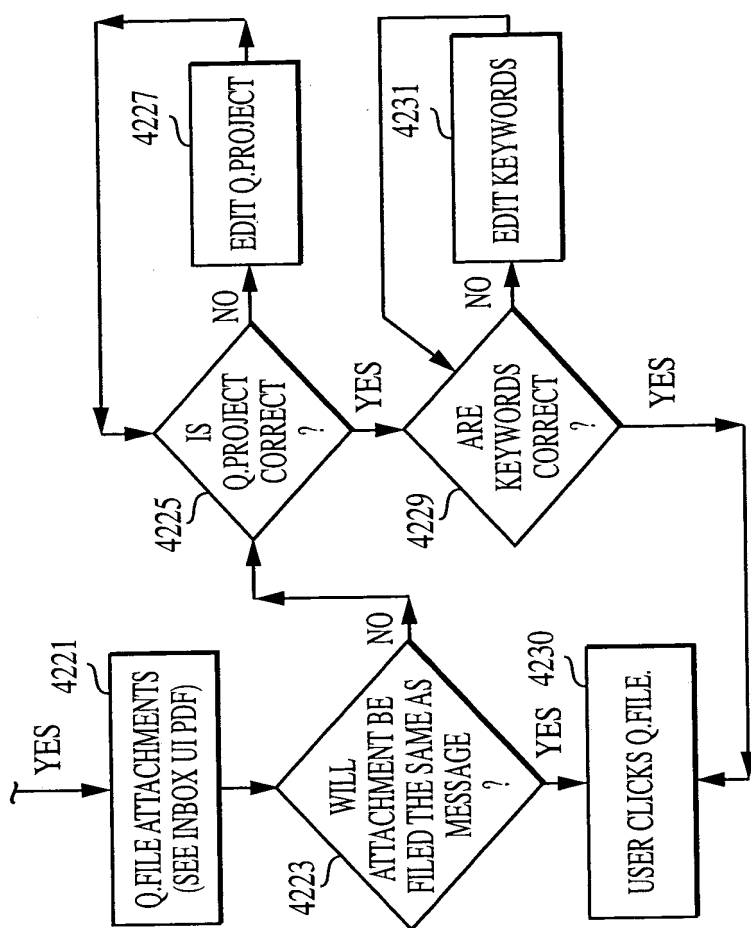


FIG. 42B

4301

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q FILED

?

	Q	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	10 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	5 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	10 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

☐ DO NOT Q FILE THIS MESSAGE

Q KNOW FILING MESSAGES

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

SEND/RECEIVE STATUS 0%

4305

4307

FIG. 43

4401

4403

PREVIEW

Q: FILE DETAILS

LINKED ITEMS

☐ DO NOT Q: FILE THIS MESSAGE

① <Q: KNOW FILING MESSAGE>

SELECT Q: PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q: FILE LIKE...

?

Q: FILE

FILING SUMMARY

LINKED Q: PROJECTS: Q: PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☐ LEAVE A COPY OF THIS MESSAGE IN MY INBOX

4405

FIG. 44

4501
4509

4511
4507

4505
4504

4502
4503

SELECT Q.FILE KEYWORDS (<ITEM NAME>)

SELECT KEYWORDS TO USE IN THE FILING SUMMARY OF THIS ITEM. ②

KEYWORD SUMMARY CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

SELECT KEYWORD SET ▼

☒ ACTIVITY
☐ / SUBROOT
☐ / SUBROOT
☒ / SUBROOT

☐ / SUBROOT
☒ / SUBROOT
☒ / MARKETING

☐ / MARCOM
☒ KEYWORD

ADD ▼

LOOK UP KEYWORD: COM

LOOK UP ×

KEYWORD MATCHES FOR "COM" ×

FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FILE
USE THESE KEYWORDS
CANCEL

FIG. 45

4601
4605

SELECT LINKED Q PROJECT (<ITEM NAME>)

TO LINK <FILE NAME> TO A PROJECT, SELECT KEYWORDS TO SEARCH BY. ©

Q.PROJECT FIND

KEYWORDS
PROJECT PROPERTIES
DATE RANGE

Q.PROJECT FIND

FIND USING... ©

SELECT KEYWORD SET
ADD

ACTIVITY:

☐ SUBROOT: KEYWORD
☐ SUBROOT: KEYWORD
☐ SUBROOT: KEYWORD
☐ SUBROOT: KEYWORD

PEOPLE:

☐ SUBROOT: KEYWORD
☐ SUBROOT: KEYWORD

☐ ACTIVITY
☐ / SUBROOT
☐ / SUBROOT
☐ / SUBROOT

☐ / SUBROOT
☒ / MARKETING

☐ / MARCOM
☒ KEYWORD

LOOK UP KEYWORD: COM
LOOK UP

KEYWORD MATCHES FOR "COM" X

FINANCIAL SERVICES: COMMERCIAL LENDING
 MARKETING: MARCOM
 PEOPLE: COMPETITION
 STORAGE: COMPRESSION
 ADD "COM" TO KEYWORD LIST

Q.PROJECT FIND

SHOW ME:
TYPE: ALL ITEMS

STATUS: ALL STATUSES
PROJECT NAME

LAST MODIFIED
STATUS

OWNER	PROJECT TYPE	PROJECT #	PROJECT NAME	LAST MODIFIED	STATUS
<input type="checkbox"/> MORRIS WALTON	SUBMISSION	F2475438-5E1A-...	NY POST-EO-TTY-UW-YR2003	TUE, 9/10/2002	PENDING
<input type="checkbox"/> CAROL WEATHERBY	SUBMISSION	F9475438-5E1A-...	EXXON MOBILE-AUTO-XOL-UW-YR2003	MON, 9/9/2002	PENDING
<input type="checkbox"/> BRENDON RUBYSTOCK	RENEWAL	F9475438-5E1A-...	SCANDIA-XOL-UW-YR2003	FRI 9/13/2002	PENDING
<input checked="" type="checkbox"/> SAM FIRPHMAN	SUBMISSION	F2475438-5E1A-...	AMERICAN AIR-AVIATION-XOL-UW-YR2003	WED, 9/4/2002	PENDING
<input type="checkbox"/> MELISSA SMALL	ENDORSEMENT	F9475438-5E1A-...	BOEING-AVIATION-XOL-UW-YR2003	TUE, 8/27/2002	PENDING
<input type="checkbox"/> JASON KIRK	SUBMISSION	F9475438-5E1A-...	PRUDENTIAL-PROPERTY-XOL-UW-YR2003	TUE, 8/27/2002	PENDING

INCLUDE: ALL ITEMS

LINK TO SELECTED
CANCEL

Q.PROJECT FIND

4602
4603

FIG. 46

Q.FILE (<ITEM NAME>)

TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND FIND USING... LOOK UP KEYWORD: COM LOOK UP

ACTIVITY: SUBROOT: KEYWORD	SELECT KEYWORD SET	ADD	LOOK UP KEYWORD: COM	LOOK UP
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> ACTIVITY	<	KEYWORD MATCHES FOR "COM"	X
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT	>	FINANCIAL SERVICES: COMMERCIAL LENDING	
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		MKTG: MARCOM	
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		PEOPLE: COMPETITION	
PEOPLE: SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		STORAGE: COMPRESSION	
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		ADD "COM" TO KEYWORD LIST	
PRODUCT: SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT			
INCLUDE: ALL ITEMS	<input checked="" type="checkbox"/> / MARCOM			
	<input checked="" type="checkbox"/> KEYWORD			

Q.FIND CLEAR ALL ADVANCED Q.FIND

SHOW: ▾ ALL CHECKED OUT BY DATE RANGE: ENTIRE RANGE SIZE

NAME	DATE MODIFIED	SIZE
FIRST LASTNAME	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	MON 3/3/2002 12:00PM	80 KB

FIND LIKE...

USE KEYWORDS FROM SELECTED ITEM USE Q.FIND CRITERIA KEYWORDS CANCEL

FIG. 47

4801

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS

?

✕

CLEAR SUMMARY

CURRENT KEYWORD SUMMARY FOR <INSERT ITEM.NAME> ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

<DATE MODIFIED?>

<STATUS>

☐ SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☒ SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

4/13/2002

<STATUS>

< >

< >

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

4803

4805

4807

4809

FIG. 48

Q.FILE USING THESE KEYWORDS (<ITEM NAME>)

TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY. ①

BASIC Q.FIND Ⓢ Ⓔ Ⓕ Ⓖ Ⓗ Ⓙ

SHOW: ▾ ALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DATE RANGE:	ENTIRE RANGE ▾	DATE MODIFIED ▾	SIZE
<input checked="" type="checkbox"/> 0	CHECKED OUT BY	NAME						
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTATUER					MON 6/3/2002 12:00PM	3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMETT, SED DIAM NONUMMY					FRI 5/31/2002 12:00PM	5 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					FRI 5/31/2002 12:00PM	2 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					THU 5/30/2002 12:00PM	7 K
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					WED 5/29/2002 12:00PM	2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY					MON 3/3/2002 12:00PM	80 KB

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

☐ <Q.KNOW FILING MESSAGE>

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

FIG. 49

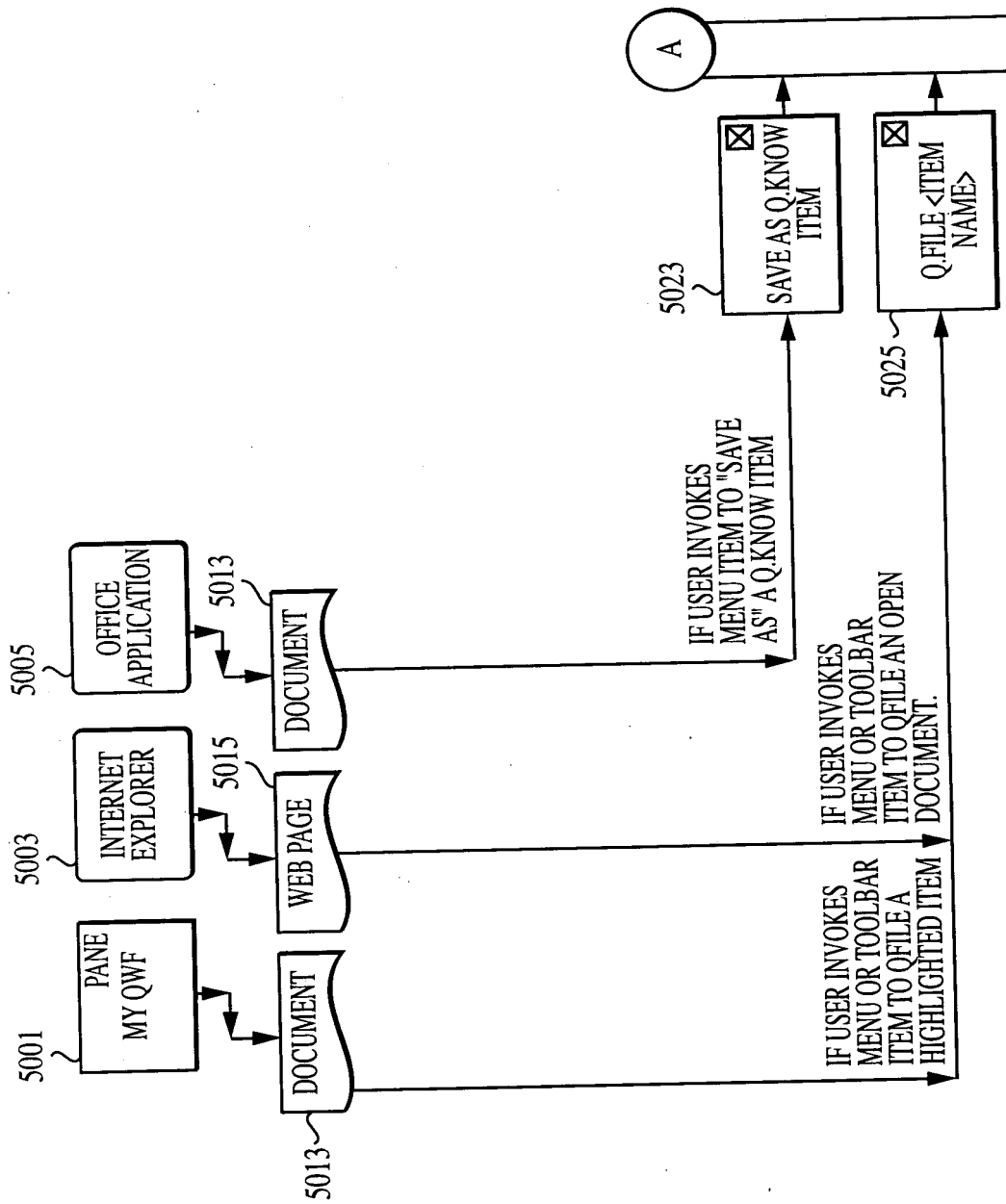
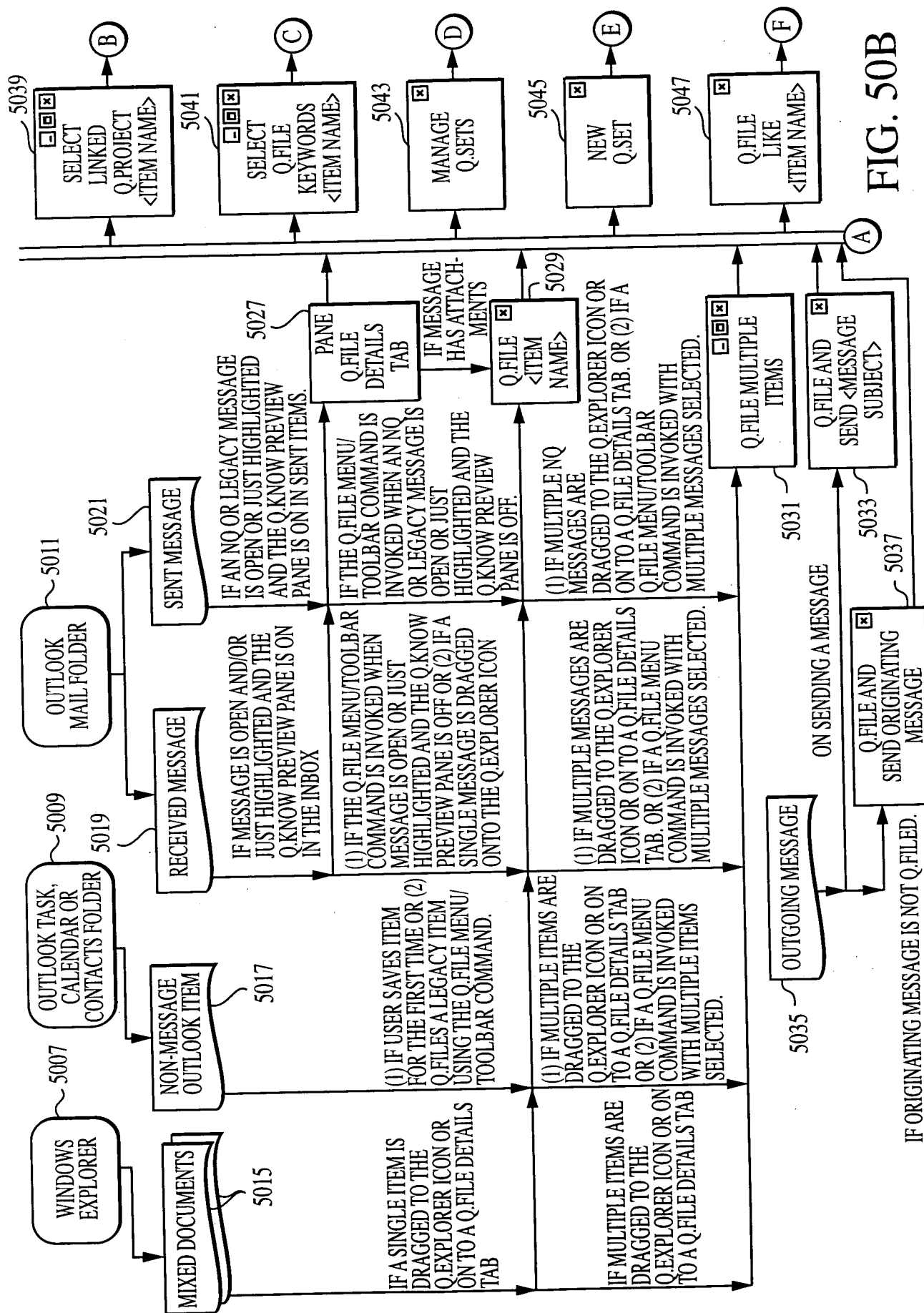
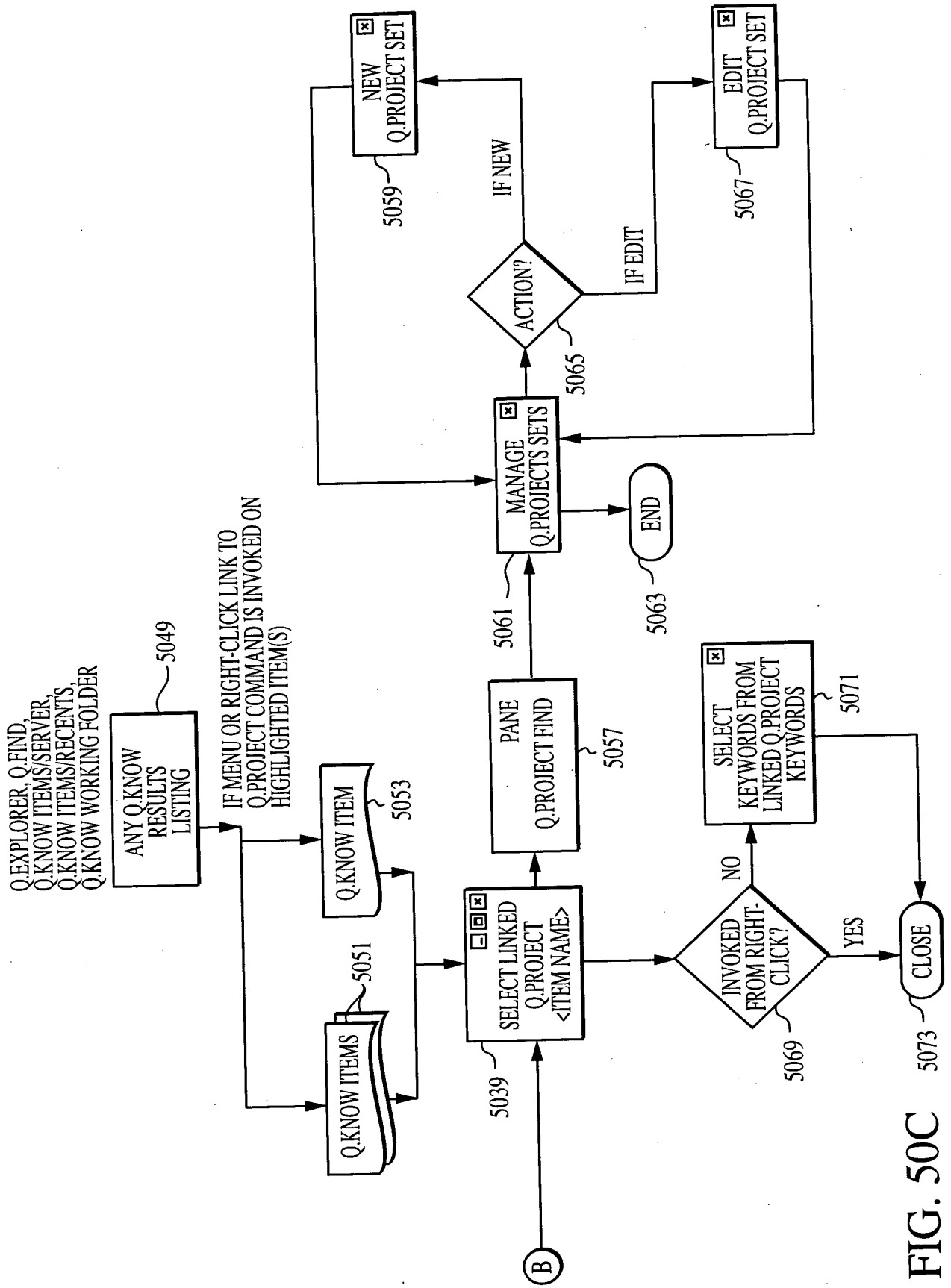


FIG. 50A





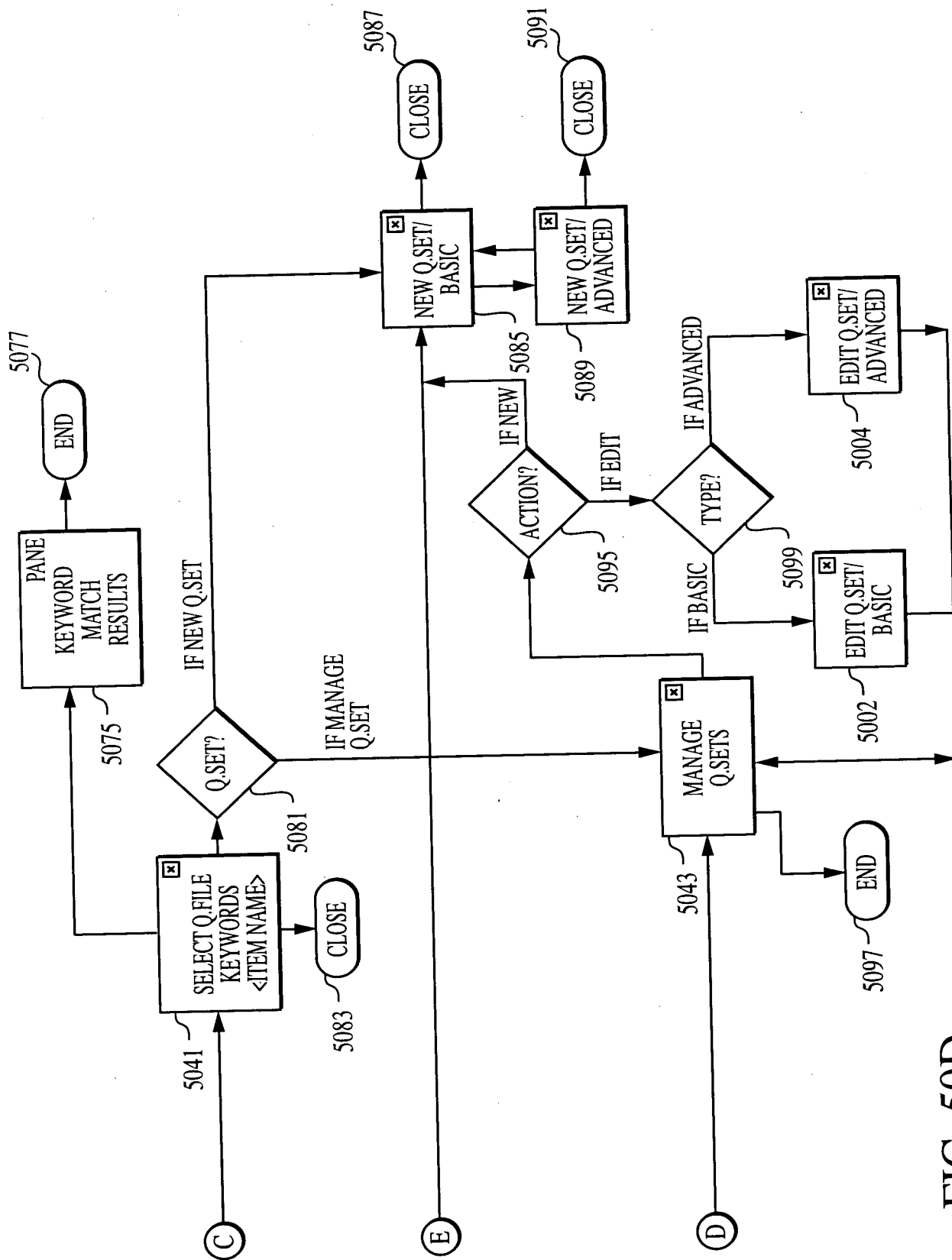


FIG. 50D

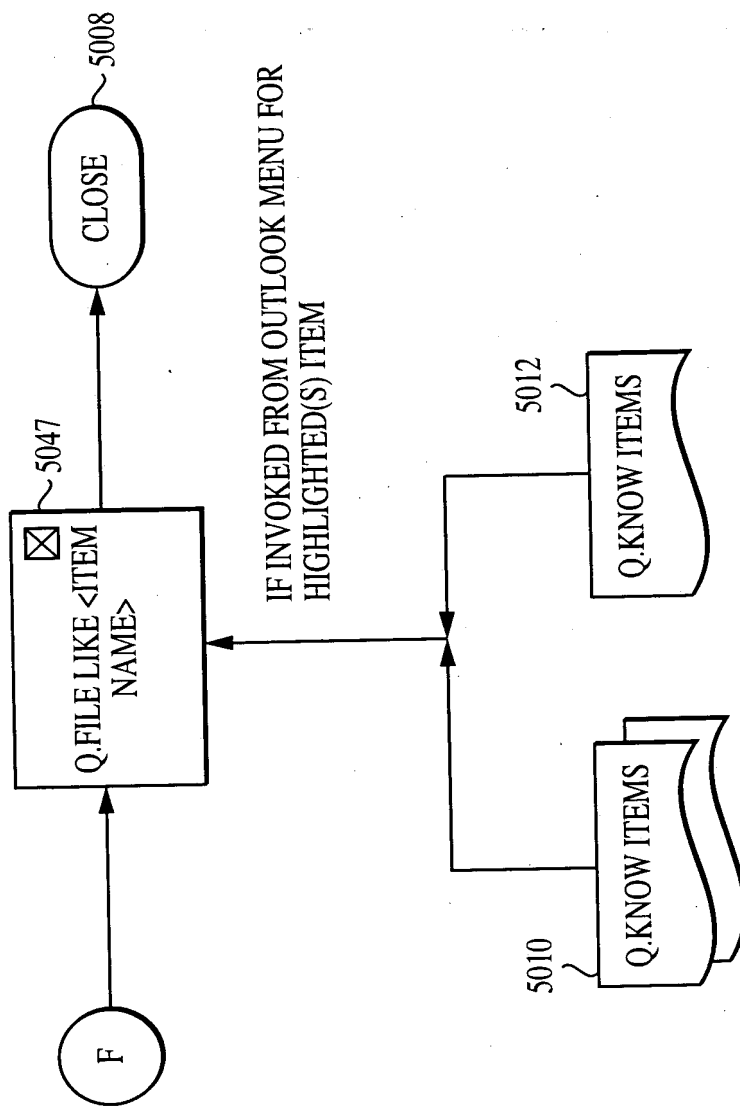


FIG. 50E

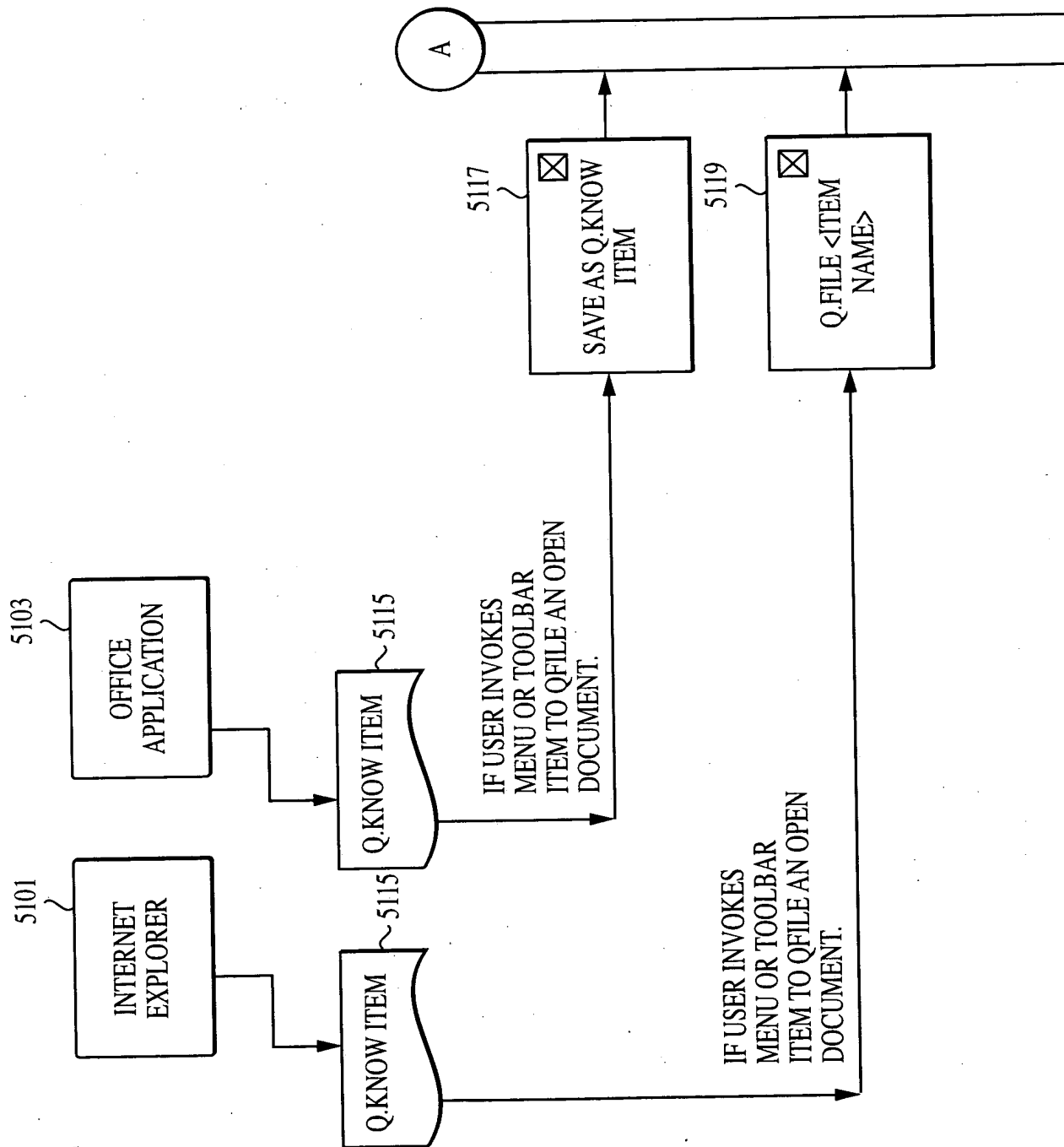
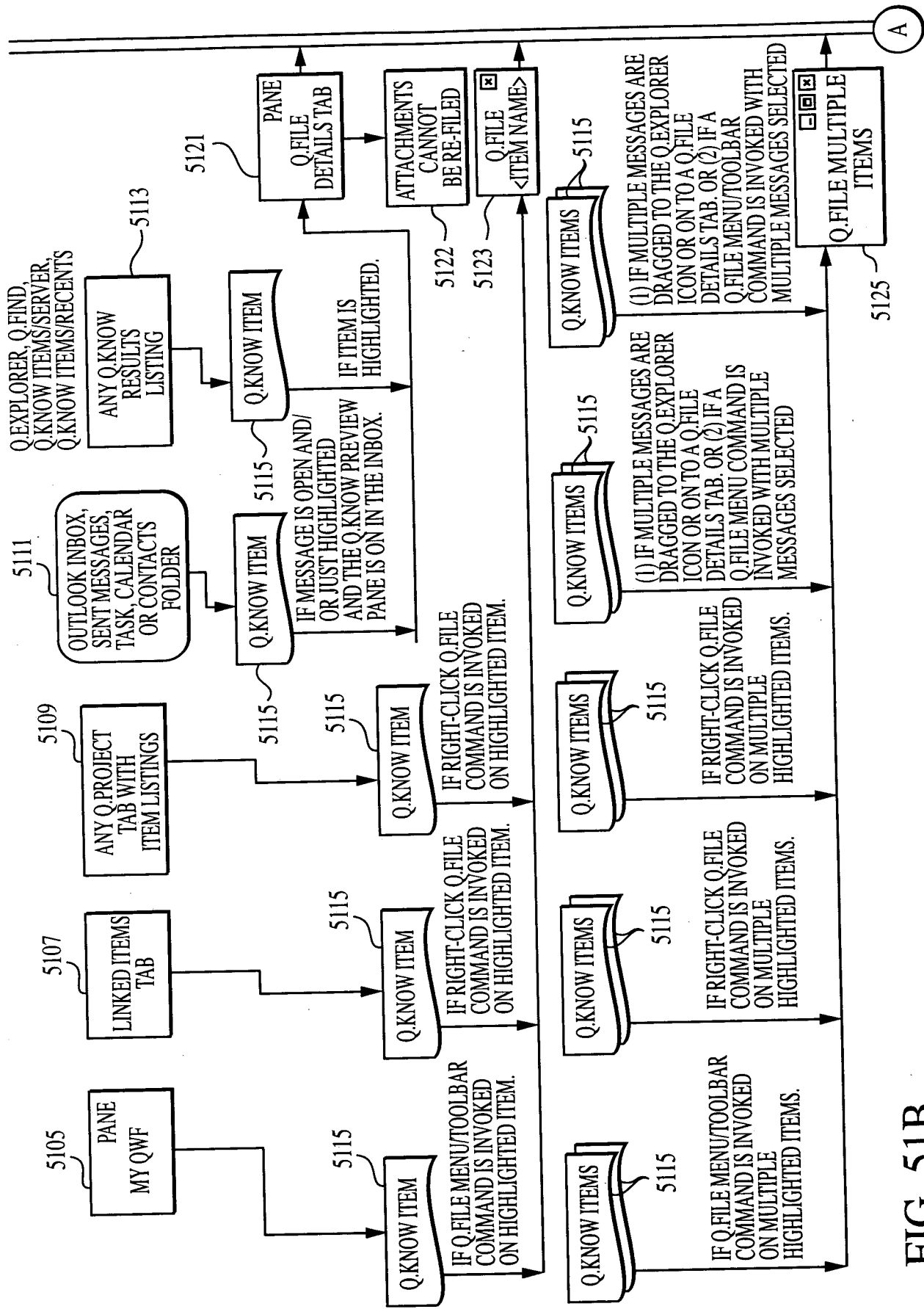


FIG. 51A



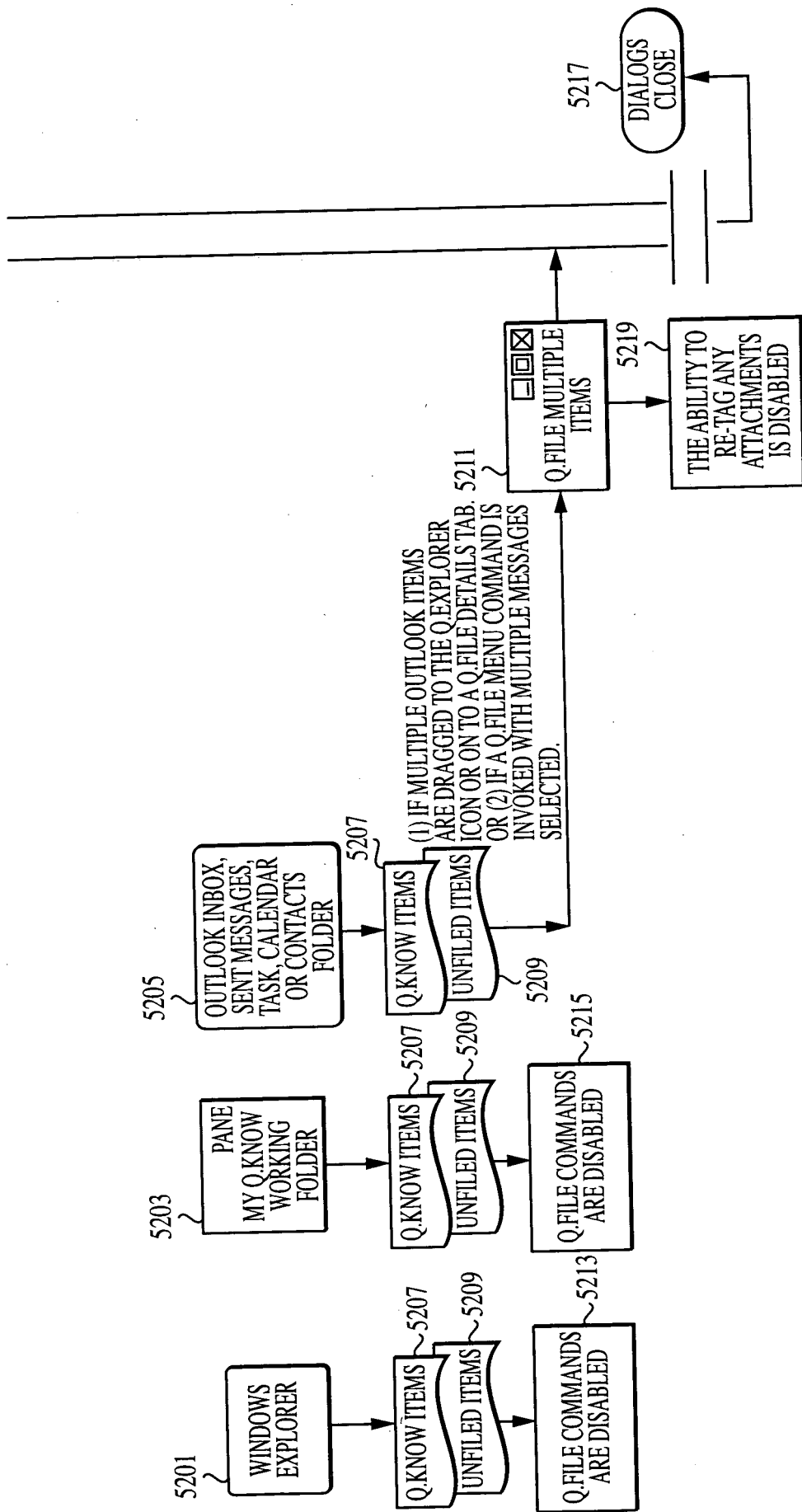


FIG. 52

5301

5303

5305

5315

5307

5309

Q. BASIC Q.FIND ON THE Q.KNOW SERVER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: ☒ Q.KNOW SERVER ☐ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

BASIC Q.FIND ☒ ☐ SELECT KEYWORD SET ☐ ADD

FIND USING... ☒ 5311

5313

KEYWORD:

LOOK UP

Q.FIND

CLEAR ALL

ADVANCED Q.FIND

ACTIVITY: ☐ ☒ ACTIVITY

PEOPLE: ☐ ☒ PEOPLE

PRODUCT: ☐ ☒ PRODUCT

PLACE: ☐ ☒ PLACE

TIME: ☐ ☒ TIME

INCLUDE: ALL ITEMS

SHOW: ALL ☐ ☒ ☒ ☒ DATE RANGE: ENTIRE RANGE

Q. ☐ ☒ ☐ CHECKED OUT BY NAME DATE MODIFIED SIZE

FIG. 53

Q.ADVANCED Q.FIND ON THE Q.KNOW SERVER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q.KNOW SERVER MY Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

ADVANCED Q.FIND SELECT KEYWORDS ADD KEYWORDS ITEM PROPERTIES DATES

FIND USING... KEYWORD: COM LOOK UP

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE:

☐ ACTIVITY

☐ / SUBROOT
☐ / SUBROOT
☒ / SUBROOT
☐ / SUBROOT

☐ / SUBROOT
☒ / MARKETING

☐ / MARCOM
☒ KEYWORD

KEYWORD MATCHES FOR "COM" X

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q.FIND CLEAR ALL BASIC Q.FIND

SHOW: ALL

Q. 0 0

CHECKED OUT BY

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

NAME

SIZE

FIG. 54

5501

Q. MY Q.KNOW WORKING FOLDER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q.KNOW SERVER MY Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

5505

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

5511

5509

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

L X

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILISIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5503

5507

FIG. 55

5601

Q. MY RECENTLY Q. FILED ITEMS

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q. KNOW SERVER Q. MY Q. KNOW WORKING FOLDER Q. MY RECENTLY Q. FILED ITEMS

SENT RECENT ITEMS: ALL

SHOW: ALL DATE RANGE: LAST 30 DAYS

NAME	SIZE	TYPE	DATE MODIFIED	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	FIRST LASTNAME

PREVIEW Q. FILE DETAILS LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECUTUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILISIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5611

5609

5503

5607

FIG. 56

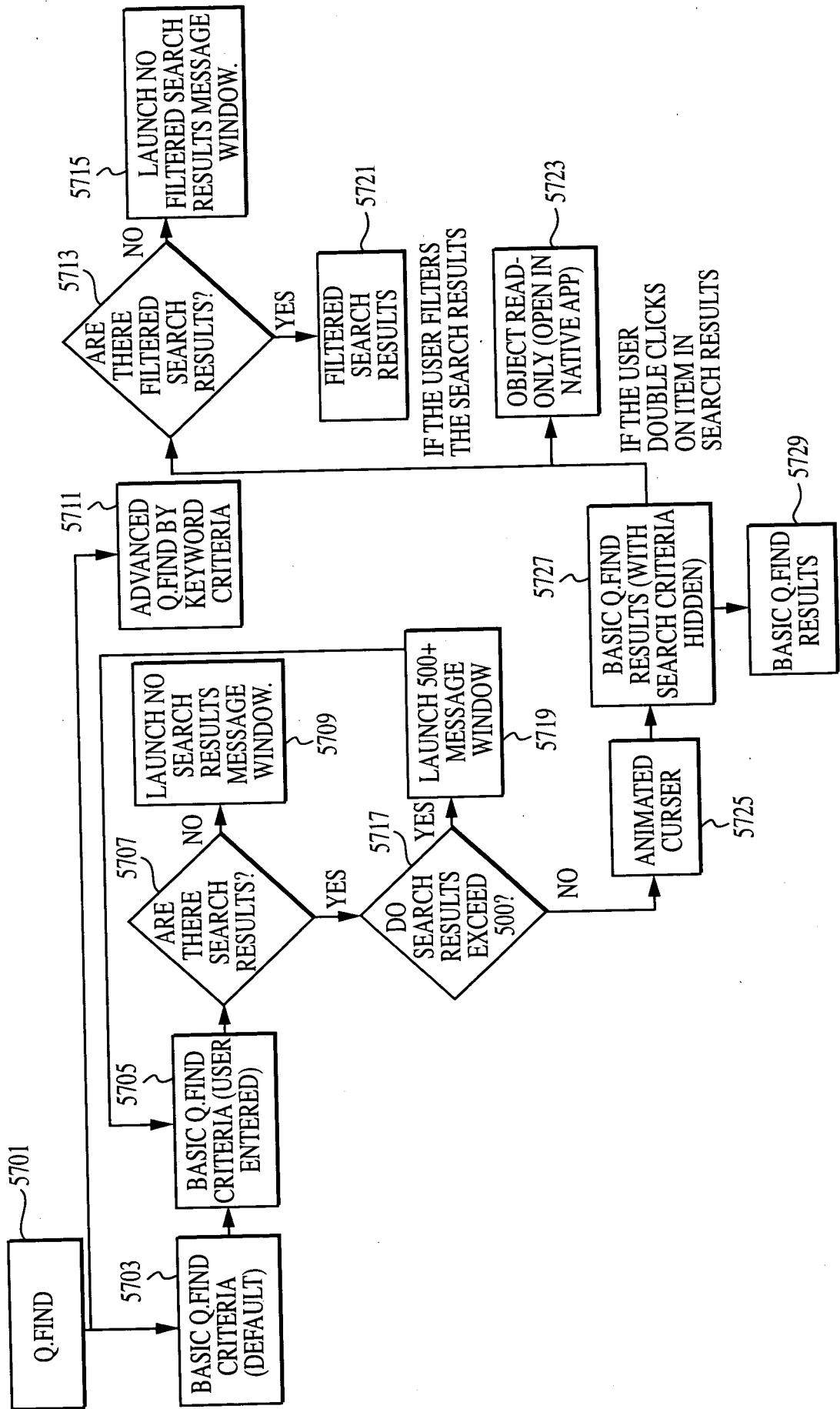


FIG. 57

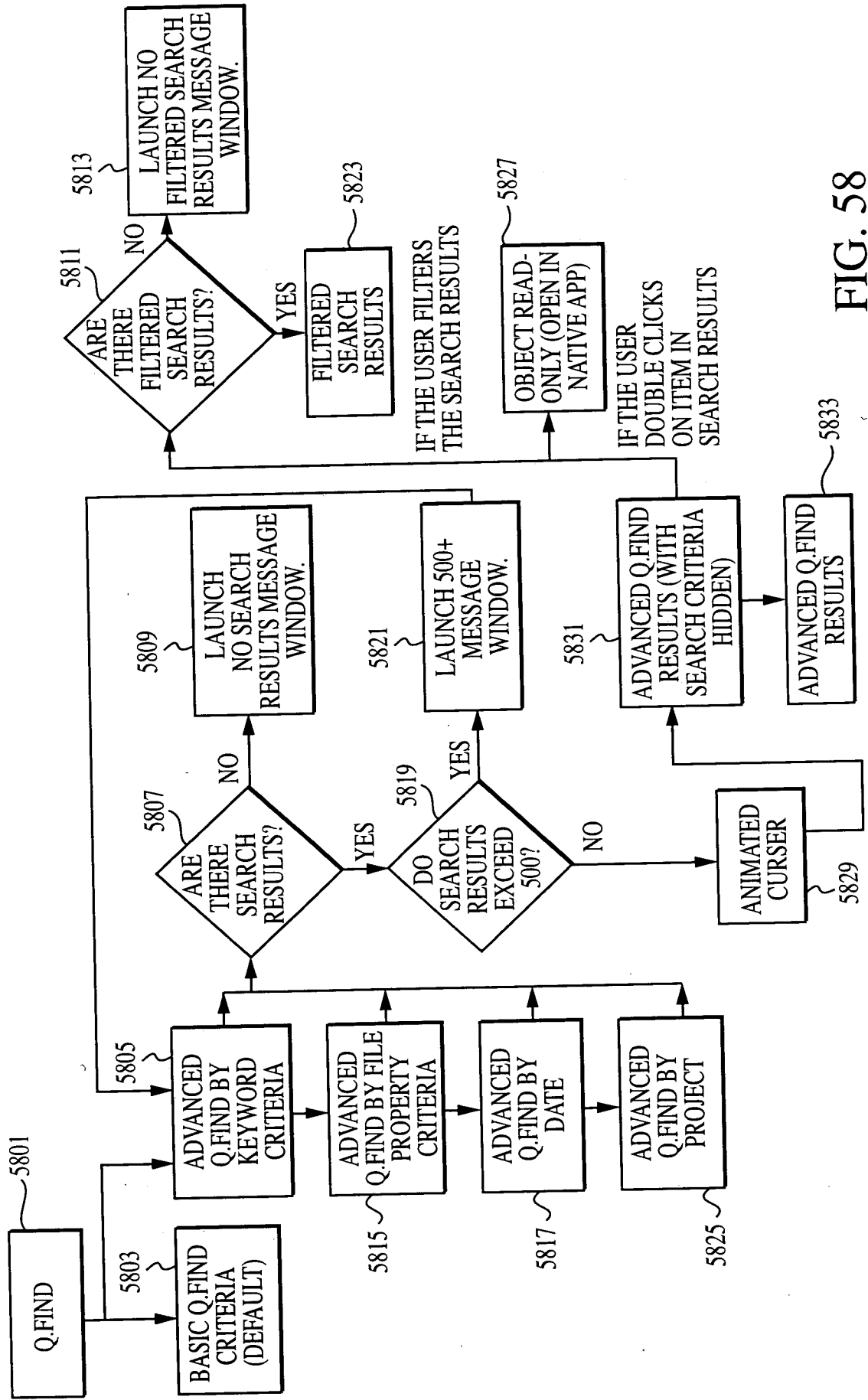


FIG. 58

5901

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

BASIC Q FIND

FIND USING

5915

5903

SELECT KEYWORD SET

ADD

LOOK UP KEYWORD

LOOK UP

ACTIVITY

PEOPLE

PRODUCT

PLACE

TIME

5905

5911

5917

INCLUDE

ALL ITEMS

SHOW

ALL

CHECKED OUT BY

NAME

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 59

5909

5907

6001

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X REPLY REPLY TO ALL, Q FORWARD FIND SEND/RECEIVE TYPE A QUESTION FOR HELP TYPE A CONTACT TO FIND ?

CREATE REQUEST ADD TO PROJECT FIND SIMILAR Q KNOW HELP

BACK Q Q KNOW ITEMS ADDRESS <INSERT FILE LOCATION> GO X E

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

BASIC Q FIND 6003 6013 6005 6011

FIND USING... LOOK UP KEYWORD: COM LOOK UP

ACTIVITY: SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: ALL ITEMS

SELECT KEYWORD SET ADD ADD

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND CLEAR ALL ADVANCED Q FIND

6015

SHOW: ALL ALL DATE RANGE: ENTIRE RANGE

NAME	DATE MODIFIED	SIZE
LOREM IPSUM DOLOR SIT AMET, CONSECUTUER	MON 6/3/2002 12:00PM	3 KB
LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
LOREM IPSUM DOLOR SIT AMET, CONSECUTUER	FRI 1/31/2002 12:00 PM	91 KB
EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

SEND/RECEIVE STATUS 0%

MY SHORTCUTS

OTHER SHORTCUTS

DONE

6009

FIG. 60

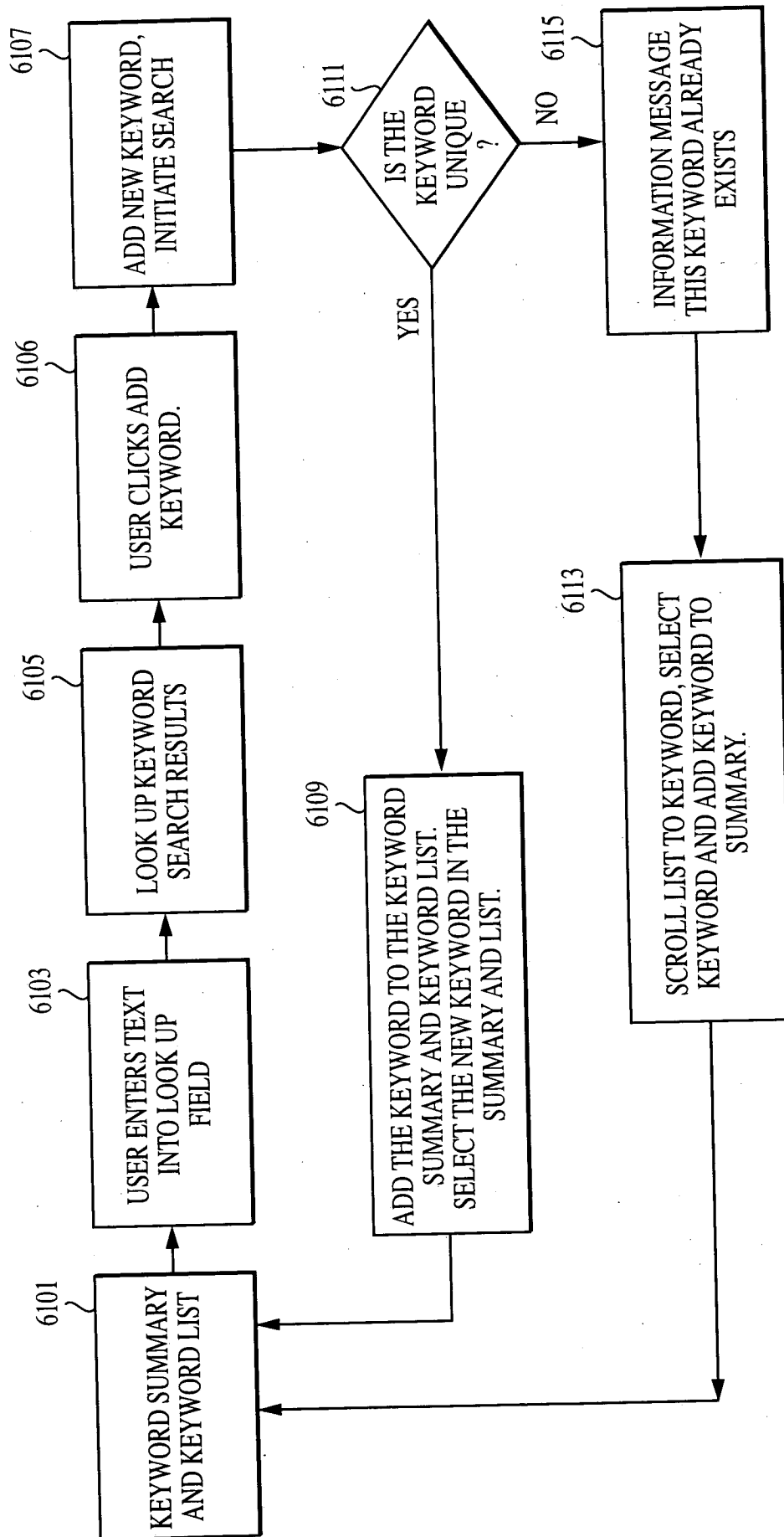


FIG. 61

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

ADDRESS

INSERT FILE LOCATION

GO

GO

Q KNOW ITEMS

LOOK FOR ITEMS IN: Q KNOW SERVER ○ MY Q KNOW WORKING FOLDER ○ MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

Q KNOW FILING MESSAGE

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ NAME 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 62

6301

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

MON 6/3/2002 12:00PM

3 KB

Q FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

FRI 5/31/2002 12:00PM

5 KB

Q FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

FRI 5/31/2002 12:00PM

2 KB

Q FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

THU 5/30/2002 12:00PM

7 K

Q FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

WED 5/29/2002 12:00PM

2.5 MB

Q FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 3/3/2002 12:00PM

80 KB

Q FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

FRI 1/31/2002 12:00 PM

91 KB

Q KNOW ITEMS

PREVIEW Q FILE DETAILS LINKED ITEMS

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIRST LASTNAME

NAME OF NOTE EPSUM FACTORIAL NON DEPOSIT

WED 5/29/2002 9:54A

3 KB

Q FIRST LASTNAME

NAME OF NOTE SIT AMET CONSECTETUER

WED 5/29/2002 9:54A

5 KB

Q FIRST LASTNAME

NAME OF NOTE CONSECTETUER ADIPISCING ELIT

TUE 5/28/2002 6:21P

2 KB

Q FIRST LASTNAME

NAME OF NOTE SIT AMET CONSECTETUER

TUE 5/28/2002 3:51P

7 K

Q FIRST LASTNAME

ATTACHMENT 1 NAME

FRI 5/25/2002 10:02P

2.5 MB

Q FIRST LASTNAME

ATTACHMENT 2 NAME

FRI 5/25/2002 9:00A

80 KB

Q FIRST LASTNAME

ATTACHMENT 3 NAME

FRI 5/25/2002 9:00A

91 KB

Q FIRST LASTNAME

ATTACHMENT 4 NAME

FRI 5/25/2002 9:00A

1.8 MB

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

6305

6307

FIG. 63

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

<INSERT FILE LOCATION>

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

6409

KEYWORDS

ITEM PROPERTIES

DATES

FIND USING...

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

ACTIVITY

SUBROOT

SUBROOT

SUBROOT

SUBROOT

SUBROOT

SUBROOT

PEOPLE

SUBROOT

SUBROOT

SUBROOT

PRODUCT

SUBROOT

SUBROOT

SUBROOT

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM 6405

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIG 64

FIG. 64

6501

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

<INSERT FILE LOCATION>

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

INCLUDES

MS OUTLOOK ITEMS

MS OUTLOOK TASKS

MS OFFICE DOCUMENTS

Q PROJECTS

OTHERS

MEETINGS

CONTACTS

EMAIL MESSAGES

NOTES

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB

6507

FIG. 65

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

SEARCH BY:

DATE TYPE:

DATE RANGE:

ENTIRE RANGE

DATE LAST MODIFIED

DATE Q FILED

FROM:

THROUGH:

JULY 2002

S

M

T

W

T

F

S

30

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

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21

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27

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29

30

31

1

2

3

4

5

6

7

8

9

10

TODAY

SHOW:

ALL

CHECKED OUT BY

NAM

RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIND

CLEAR ALL

BASIC Q FIND

FIG. 66

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

Q KNOW ITEMS

FIND USING...

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

ACTIVITY

SUBROOT

SUBROOT

SUBROOT

SUBROOT

SUBROOT

SUBROOT

MARKETING

MARKET

KEYWORD

LOOK UP KEYWORD:

COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 1/31/2002 12:00 PM	2 KB

FIG. 67

6801

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER

ADVANCED Q FIND KEYWORDS ITEM PROPERTIES DATES

SHOW: ALL DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPO QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 1/31/2002 12:00PM	91 KB

PREVIEW Q FILE DETAILS LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

6805

6803

6807

FIG. 68

Q.PROJECT FIND

Q.PROJECT FIND
FIND USING... ?

KEYWORDS PROJECT PROPERTIES DATES

SELECT KEYWORD SET ADD

LOOK UP KEYWORD: COM LOOK UP X

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM ~ 6903

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

ACTIVITY:

- SUBROOT: KEYWORD
- SUBROOT: KEYWORD
- SUBROOT: KEYWORD
- SUBROOT: KEYWORD

PEOPLE:

- SUBROOT: KEYWORD
- SUBROOT: KEYWORD

PRODUCT:

- SUBROOT: KEYWORD

PLACE:

SHOW: ALL CHECKED OUT BY NAME DATE RANGE: ENTIRE RANGE DATE MODIFIED SIZE

SEND/RECEIVE STATUS 0%

DONE

FIG. 69

Q PROJECT FIND

Q PROJECT FIND

KEYWORDS

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY: ?

☒ ALL PROJECT TYPES
 ☒ PROJECT TYPE 1
 ☒ PROJECT TYPE 2
 ☒ PROJECT TYPE 3
 ☒ PROJECT TYPE 4
 ☒ PROJECT TYPE 5
 ☒ PROJECT TYPE 6

STATUS: ALL STATUS

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

PROJECT NAME: 7013

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

☐ FIND ONLY Q PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

Q PROJECT FIND

CLEAR ALL

SHOW: ALL

☒ ☐ ☐ ☐ ☐

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

7007

FIG. 70

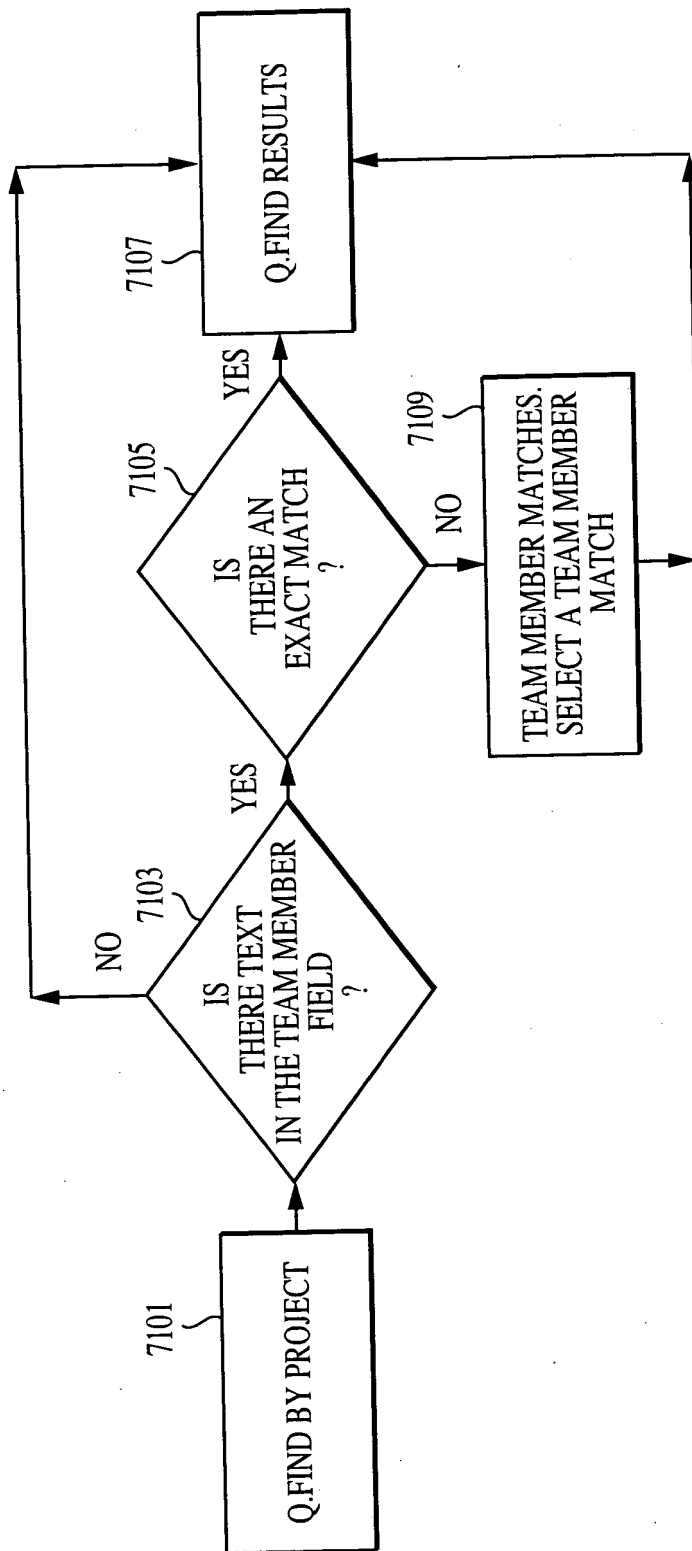


FIG. 71

Q.FIND WITH Q.PROJECTS

ADVANCED Q.FIND

KEYWORDS		ITEM PROPERTIES		DATES
FIND USING...	SELECT KEYWORD SET ▼	ADD ▼	LOOK UP KEYWORD: COM	LOOK UP
ACTIVITY:	<input checked="" type="checkbox"/> ACTIVITY <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT PEOPLE: <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / MARKETING PRODUCT: <input checked="" type="checkbox"/> / MARCROM <input checked="" type="checkbox"/> KEYWORD PLACE:		KEYWORD MATCHES FOR "COM"	
			FINANCIAL SERVICES: COMMERCIAL LENDING	
			MARKETING: MARCOM ~ 7203	
			PEOPLE: COMPETITION	
			STORAGE: COMPRESSION	
			ADD "COM" TO KEYWORD LIST	
			Q.FIND	CLEAR ALL
			BASIC Q.FIND	

SHOW: ▼	ALL				DATE RANGE: ENTIRE RANGE ▼	DATE MODIFIED ▼	SIZE
0	CHECKED OUT BY	NAME					

7301

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

7307

7305

7309

ADDRESS

INSERT FILE LOCATION

GO

X

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

SHOW

ALL

DATE RANGE

ENTIRE RANGE

NAME

SIZE

TYPE

DATE MODIFIED

CURRENT VERSION

CHECKED OUT BY

LOREM IPSUM DOLOR SIT AMET

3 KB

MICROSOFT WORD DOCUMENT

MON 6/3/2002 12:00PM

1

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM

5 KB

MICROSOFT POWERPOINT PRESENTATION

FRI 5/31/2002 12:00PM

2

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT

2 KB

MICROSOFT WORD DOCUMENT

FRI 5/31/2002 12:00PM

1

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO

7 K

MICROSOFT EXCEL WORKSHEET

THU 5/30/2002 12:00PM

1

FIRST LASTNAME

EPSUM FACTORIAL NON

2.5 MB

MICROSOFT EXCEL WORKSHEET

WED 5/29/2002 12:00PM

1

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED

80 KB

MICROSOFT WORD DOCUMENT

MON 3/3/2002 12:00PM

1

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET

91 KB

MICROSOFT POWERPOINT PRESENTATION

FRI 1/31/2002 12:00 PM

1

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO

3 KB

MICROSOFT EXCEL WORKSHEET

FRI 1/31/2002 12:00 PM

1

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID

5 KB

MICROSOFT EXCEL WORKSHEET

FRI 1/31/2002 12:00 PM

1

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED

2 KB

MICROSOFT WORD DOCUMENT

FRI 1/31/2002 12:00 PM

1

FIRST LASTNAME

LOREM IPSUM DOLOR SIT

7 K

MICROSOFT POWERPOINT PRESENTATION

FRI 1/31/2002 12:00 PM

1

FIRST LASTNAME

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

7303

FIG. 73

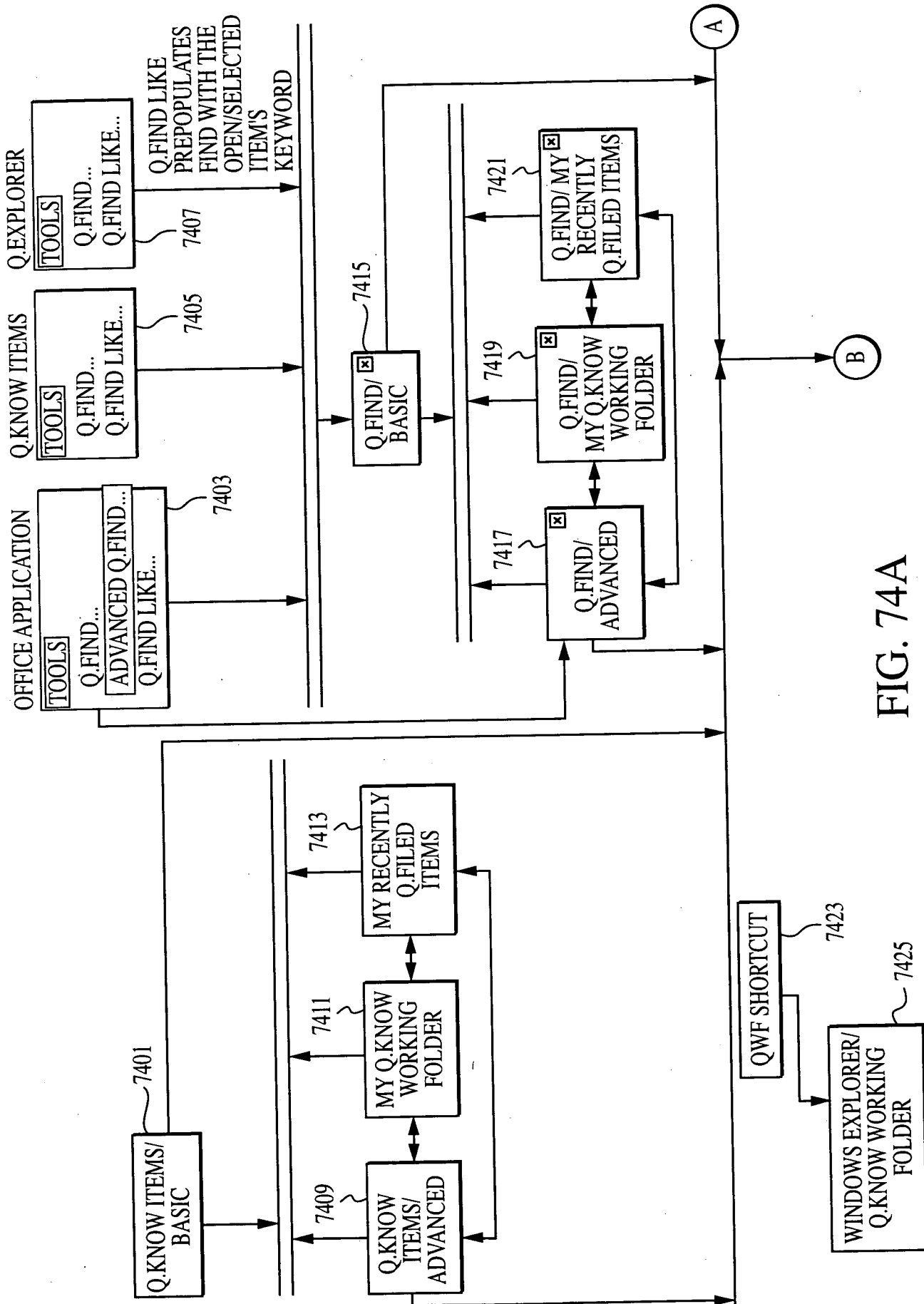


FIG. 74A

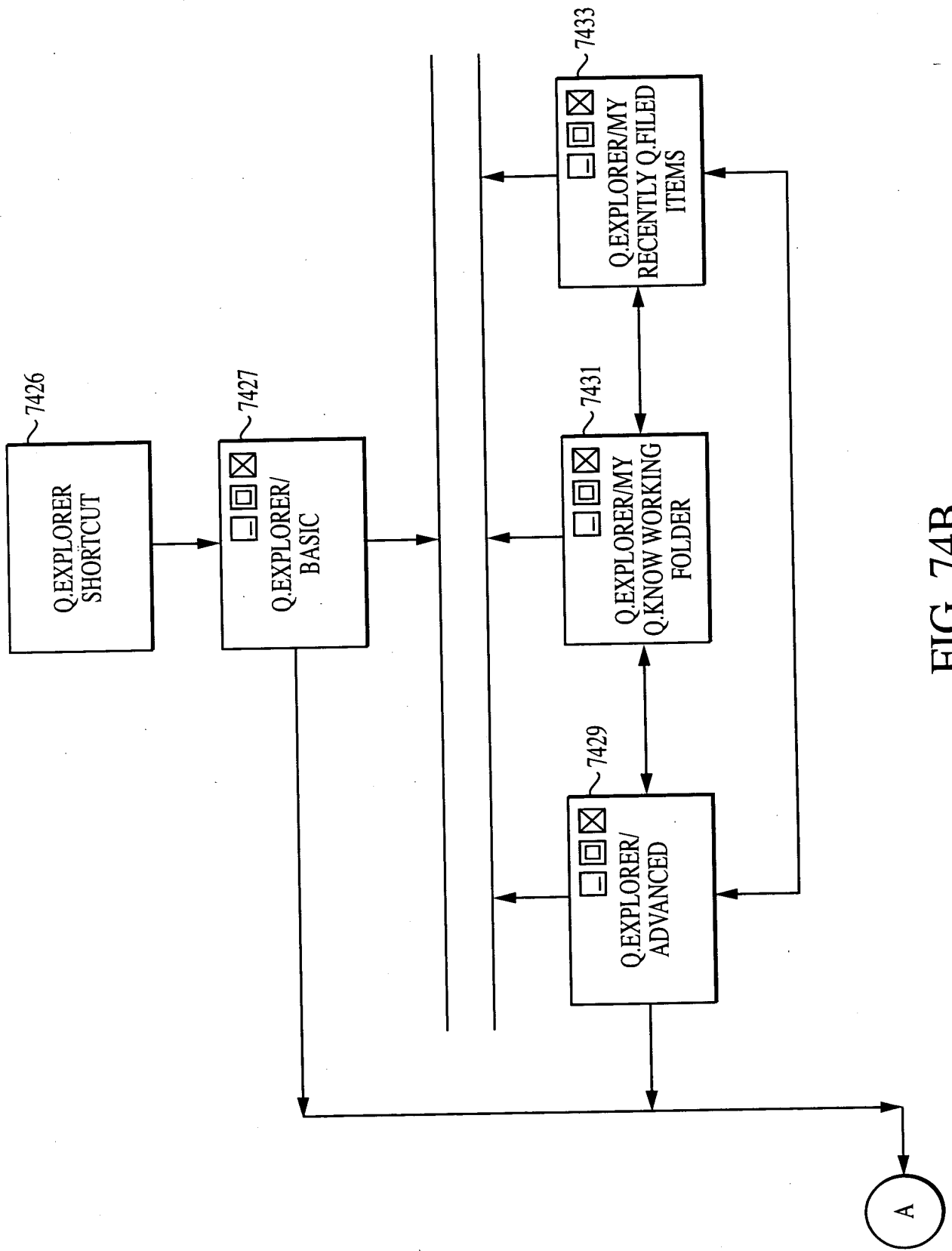


FIG. 74B

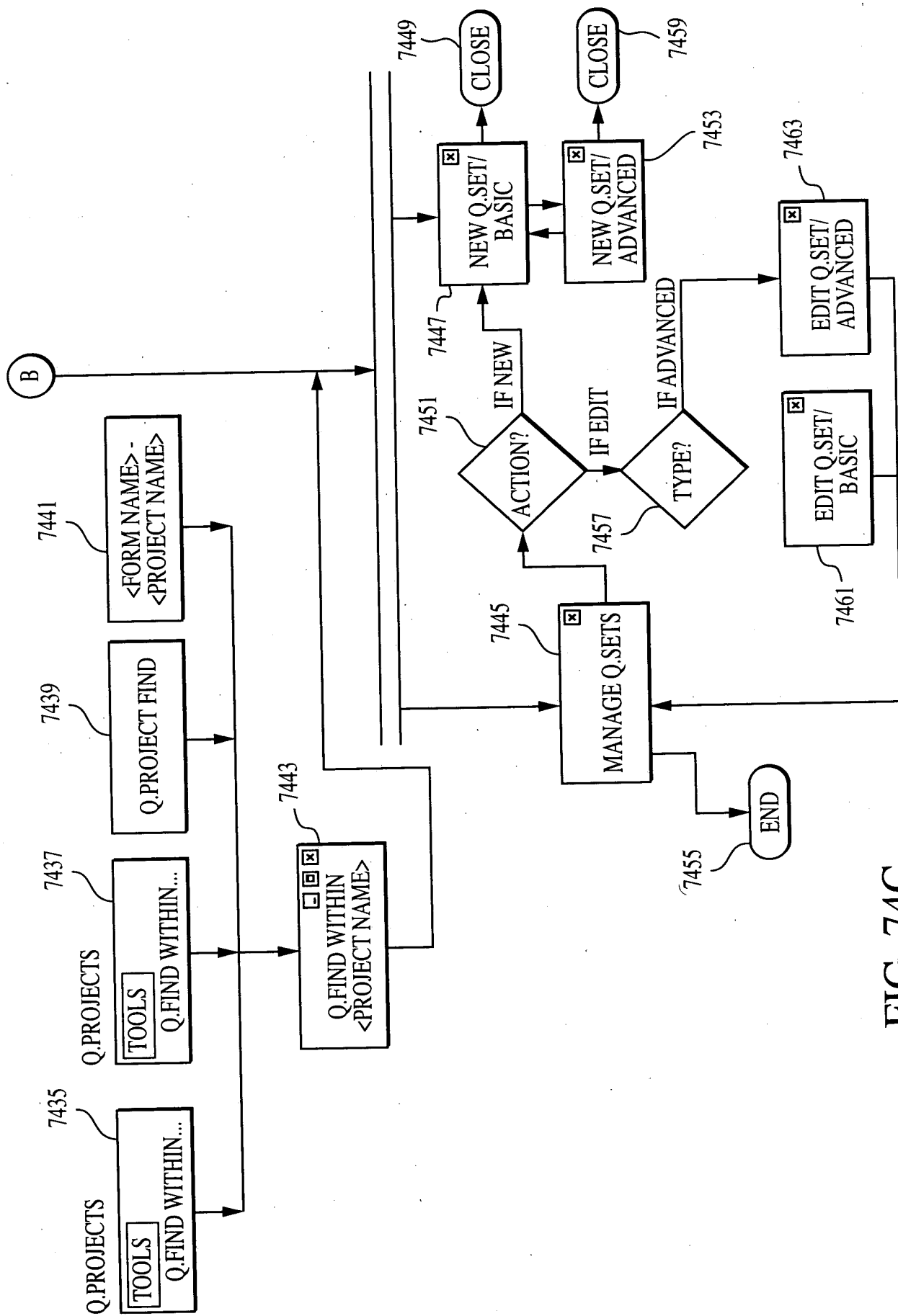


FIG. 74C

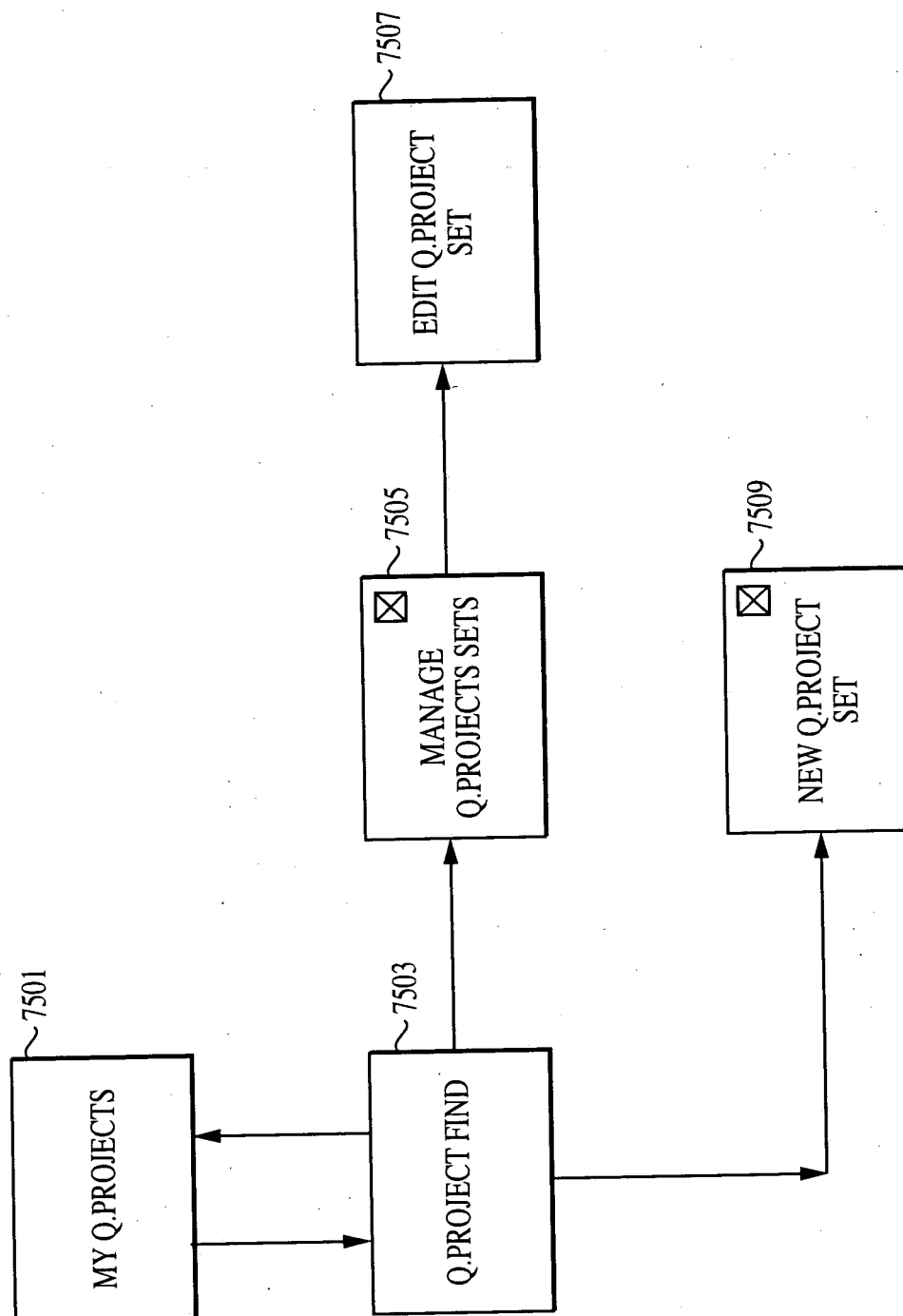


FIG. 75

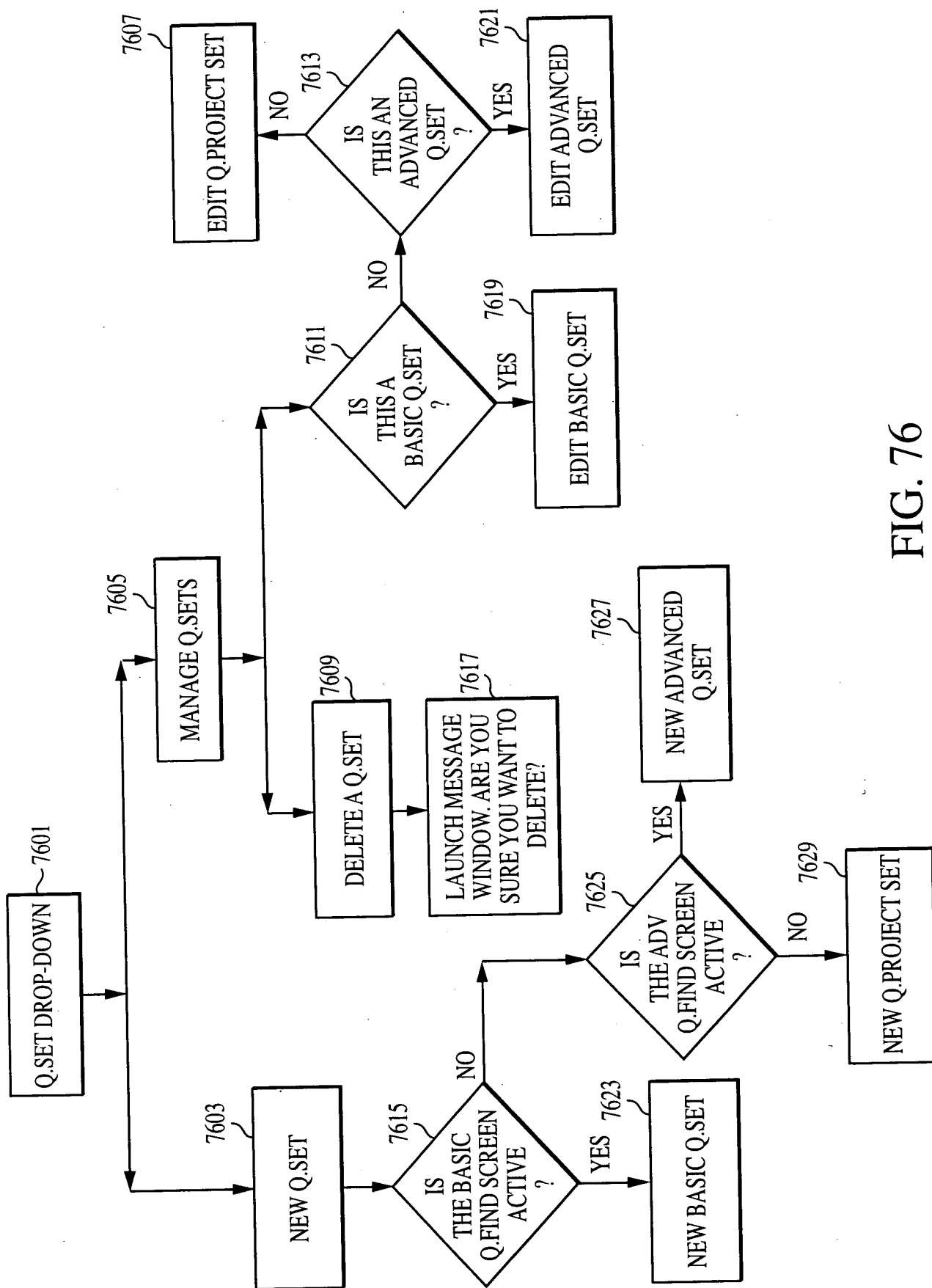


FIG. 76

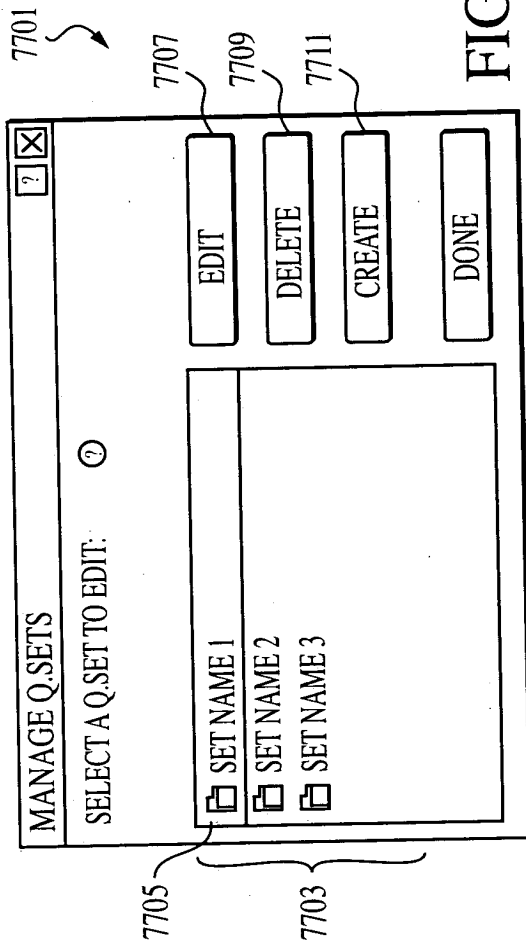


FIG. 77

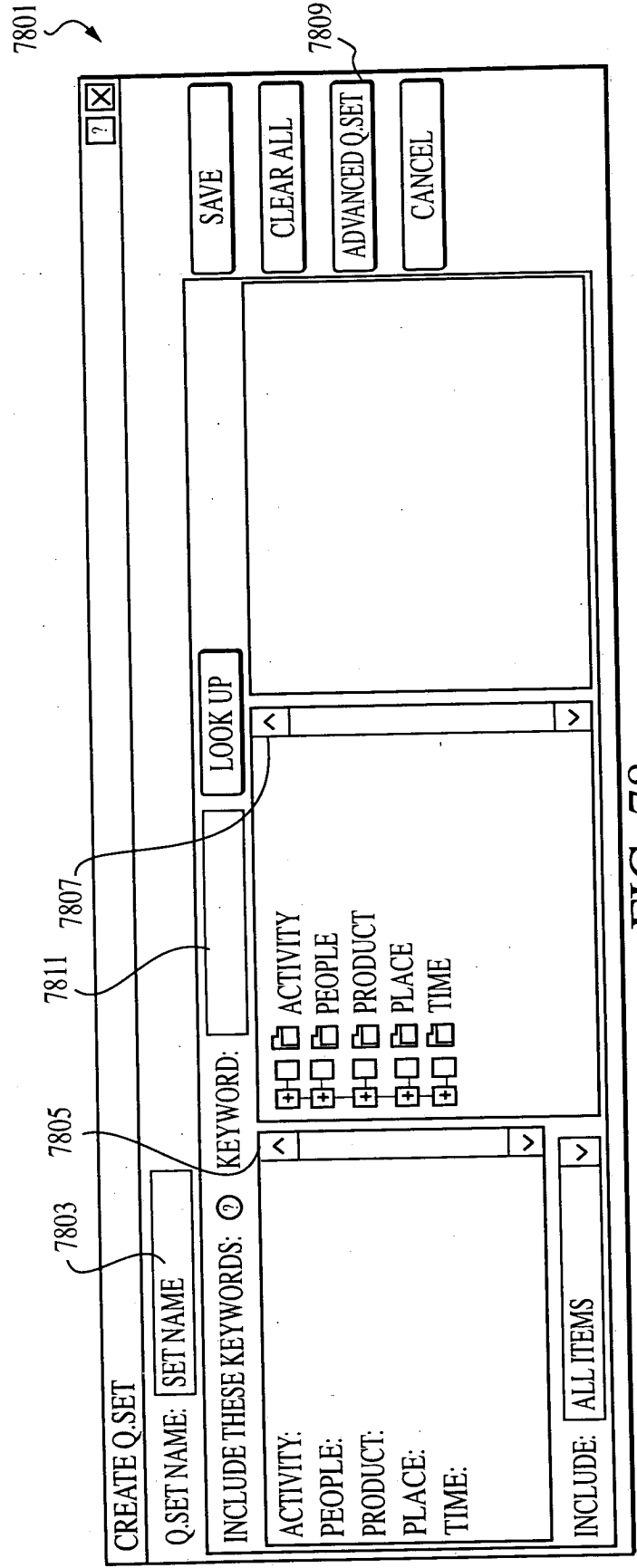


FIG. 78

7901

7905

7903

7911

EDIT Q.SET

Q.SET NAME: SET NAME

INCLUDE THESE KEYWORDS: ①

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

PRODUCT:

LOOK UP KEYWORD:

SAVE

CLEAR ALL

CANCEL

ALL ITEMS

FIG. 79

FIG. 80

Figure 8 is a screenshot of a computer screen displaying a 'Q.SET' (Query Set) editing interface. The interface is titled 'EDIT Q.SET' at the top. Below the title bar, there is a 'Q.SET NAME: SET NAME' field. To the right of this field are three tabs: 'KEYWORDS', 'ITEM PROPERTIES', and 'DATE RANGE'. Below the tabs is a 'LOOK UP' button. The main area of the interface is divided into two panes. The left pane, labeled 'INCLUDE THESE KEYWORDS: Q KEYWORD:', contains a list of keywords with checkboxes and expand/collapse icons. The right pane is empty. At the bottom of the interface, there are three buttons: 'SAVE', 'CLEAR ALL', and 'CANCEL'. The interface is annotated with reference numerals 8101 through 8111.

FIG. 81

CREATE Q. PROJECT SET

Q. PROJECT SET NAME: SET NAME

INCLUDE THESE KEYWORDS: ☐ KEYWORD:

☐ ACTIVITY
☐ PEOPLE
☐ PRODUCT
☐ PLACE
☐ TIME

PROJECT PROPERTIES

DATE RANGE

SAVE CLEAR ALL CANCEL

8201 8203 8205 8207 8209 8211 8213

FIG. 82

[illegible]

FIG. 83

8401

Q KNOW ITEMS - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW X REPLY & REPLY TO ALL & FORWARD SEND/RECEIVE FIND TYPE A CONTACT TO FIND TYPE A QUESTION FOR HELP									
CREATE <INSERT Q KNOW TOOLBAR>									
BACK Q Q KNOW ITEMS									
LOOK FOR ITEMS IN: Q Q KNOW SERVER O MY Q KNOW WORKING FOLDER O MY RECENTLY Q FILED ITEMS									
BASIC Q FIND									
SHOW: ALL CHECKED OUT BY NAME DATE RANGE: ENTIRE RANGE DATE MODIFIED SIZE									
Q FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, CONSECTETUER MON 6/3/2002 12:00PM 3 KB									
Q FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY FRI 5/31/2002 12:00PM 5 KB									
Q FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES FRI 5/31/2002 12:00PM 2 KB									
Q FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES THU 5/30/2002 12:00PM 7 K									
Q FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES WED 5/29/2002 12:00PM 2.5 MB									
Q FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES MON 3/3/2002 12:00PM 80 KB									
Q FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY FRI 1/31/2002 12:00 PM 91 KB									
Q FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, CONSECTETUER FRI 1/31/2002 12:00 PM 3 KB									
Q FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES FRI 1/31/2002 12:00 PM 5 KB									
PREVIEW Q FILE DETAILS 8411									
AMERICAN AIR AVIATION XOL-UW-YR2003 ?									
NEW SUBMISSION DUE: TUE 10/1/2002 STATUS: PENDING EDIT									
ID: 0000-00000-00005867									
BROKER: AON									
CEDANT: CHUBB									
INSURED: AMERICAN AIRLINES									
U/W YEAR: 2003									
PROD. TYPE: EXCESS OF LOSS									
PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)									
COMPANY: RENRE									
DIVISION: REINSURANCE									
INCEPTION DATE: 10/1/2003									
EXPIRY DATE: 9/30/2004									
TERM: 12 MOS									
ORIG. CURRENCY: USD									
EPI: \$150,000									
SUM INSURED: \$10,000,000									
UPPER LIMIT: \$11,000,000									
LOWER LIMIT: \$1,000,000									
DEDUCTIBLE: \$1,000,000									
SEND/RECEIVE STATUS 0%									
DONE									

8405

8407

FIG. 84

Q.KNOW ITEMS - MICROSOFT OUTLOOK																																																																																																					
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP <input type="checkbox"/> NEW <input checked="" type="checkbox"/> X <input checked="" type="checkbox"/> REPLY <input checked="" type="checkbox"/> REPLY TO ALL <input checked="" type="checkbox"/> FORWARD <input type="checkbox"/> SEND/RECEIVE <input type="checkbox"/> FIND <input type="checkbox"/> TYPE A QUESTION FOR HELP <input type="button" value="CREATE"/> <INSERT Q.KNOW TOOLBAR>	ADDRESS <INSERT FILE LOCATION> LOOK FOR ITEMS IN: <input checked="" type="radio"/> Q.KNOW SERVER <input type="radio"/> MY Q.KNOW WORKING FOLDER <input type="radio"/> MY RECENTLY Q.FILED ITEMS BASIC Q.FIND <input type="button" value="SHOW"/> <input type="button" value="ALL"/> <input type="button" value="CHECKED OUT BY"/> <input type="button" value="NAME"/> <input type="button" value="DATE RANGE"/> <input type="button" value="ENTIRE RANGE"/> <input type="button" value="DATE MODIFIED"/> <input type="button" value="SIZE"/>																																																																																																				
Q.KNOW SHORTCUTS <input checked="" type="checkbox"/> OUTLOOK TODAY <input checked="" type="checkbox"/> INBOX <input checked="" type="checkbox"/> Q.KNOW ITEMS <input checked="" type="checkbox"/> Q.PROJECTS <input type="checkbox"/> CALENDAR <input type="checkbox"/> CONTACTS <input checked="" type="checkbox"/> TASKS <input type="checkbox"/> NOTES <input type="checkbox"/> DELETED ITEMS	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th><th>Q</th></tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>LOREM IPSUM DOLOR SIT AMET, CONSECTETUER</td><td>MON 6/3/2002 12:00PM</td><td>3 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY</td><td>FRI 5/31/2002 12:00PM</td><td>5 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES</td><td>FRI 5/31/2002 12:00PM</td><td>2 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES</td><td>THU 5/30/2002 12:00PM</td><td>7 K</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES</td><td>WED 5/29/2002 12:00PM</td><td>2.5 MB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY</td><td>MON 3/3/2002 12:00PM</td><td>80 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>LOREM IPSUM DOLOR SIT AMET, CONSECTETUER</td><td>FRI 1/31/2002 12:00 PM</td><td>91 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES</td><td>FRI 1/31/2002 12:00 PM</td><td>3 KB</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>FIRST LASTNAME</td><td>EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES</td><td>FRI 1/31/2002 12:00 PM</td><td>5 KB</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>PREVIEW Q.FILE DETAILS ~ 8411</p> <p>CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM</p> <p>ACTIVITY: SUBROOT: KEYWORD PEOPLE: SUBROOT: KEYWORD PRODUCT: SUBROOT: KEYWORD PLACE: SUBROOT: KEYWORD TIME: SUBROOT: KEYWORD</p>	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K						<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB						<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB						<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB					
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q																																																																																												
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB																																																																																																	
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<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB																																																																																																	
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<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB																																																																																																	
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB																																																																																																	
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OTHER SHORTCUTS																																																																																																					
DONE	SEND/RECEIVE STATUS 0%																																																																																																				

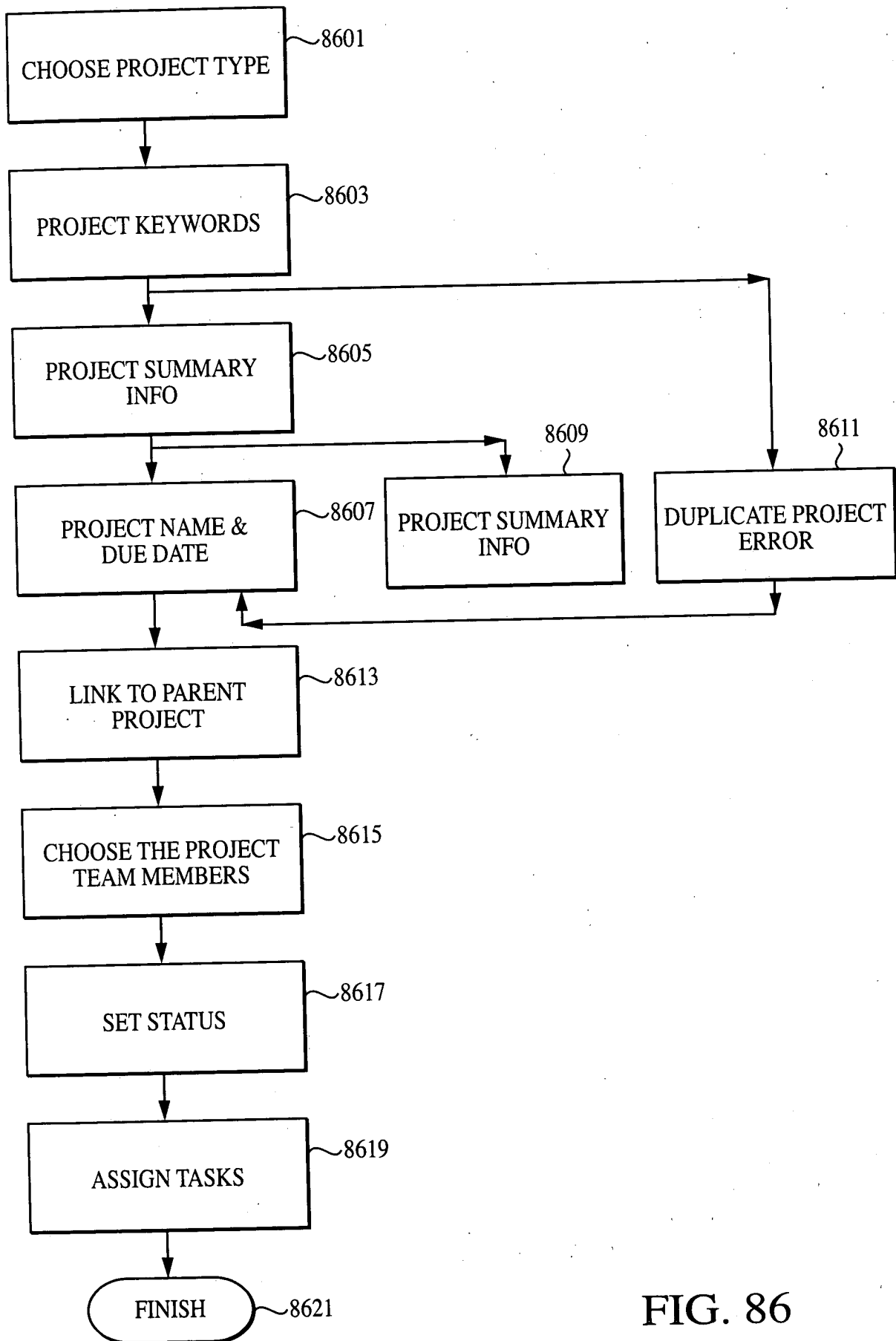


FIG. 86

8701

8703 8705

CREATE A NEW PROJECT -- STEPS 1 AND 2

WELCOME TO THE Q.PROJECT WIZARD

STEP 1: WHAT IS THE NATURE OF THIS PROJECT?

----- UNDERWRITING -----

SUBMISSIONS

RETROCESSIONS

----- CLAIMS -----

INWARD

OUTWARD

STEP 2: HOW ELSE DO YOU WANT TO IDENTIFY IT?

NEW

RENEWAL

ENDORSEMENT

WHEN YOU'RE READY TO GO ON, CLICK NEXT.

NEXT > CANCEL

FIG. 87

8801

8803

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #

WHAT SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

BROKER:* SELECT ONE ▼

CEDANT:* SELECT ONE ▼

INSURED:* SELECT ONE ▼

U/W YR:* SELECT ONE ▼

PROD. TYPE:* SELECT ONE ▼

PROD. CLASS:* SELECT ONE ▼

COMPANY:* SELECT ONE ▼

DIVISION:* SELECT ONE ▼

<BACK NEXT > CANCEL

FIG. 88

8901

CREATE A NEW <Q PROJECT TYPE>-- STEP # OF #

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

<input type="checkbox"/> I	OWNER	I NAME	I DATE MODIFIED
<input type="radio"/>	<input type="checkbox"/> OWNER NAME	1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	<input type="checkbox"/> OWNER NAME	2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	<input type="checkbox"/> OWNER NAME	3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	<input type="checkbox"/> OWNER NAME	4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	<input type="checkbox"/> OWNER NAME	5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

FIND OTHER PROJECT

INSERT INLINE HELP IF APPLICABLE. LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY RIBH.

<BACK

NEXT >

CANCEL

8903

8905

FIG. 89

9001

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS PROJECT?
NEXT TO EACH ITEM BELOW, EITHER TYPE THE NECESSARY INFORMATION, OR CLICK THE DOWN ARROW AND SELECT THE APPROPRIATE OPTION FROM THE LIST.

TERM:*	SELECT ONE ▼	ORIG. CURRENCY:	SELECT ONE ▼	9003
INCEPTION DATE:*	NONE ▼	EPI:		
EXPIRY DATE:*	NONE ▼	SUM INSURED:		
		UPPER LIMIT:		
		LOWER LIMIT:		
		DEDUCTIBLE:		

<BACK
NEXT >
CANCEL

FIG. 90

9101

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT NAME WOULD YOU LIKE TO GIVE THIS PROJECT, AND WHEN IS THE PROJECT DUE?
WE'VE SUGGESTED A NAME FOR THE PROJECT BASED ON THE INFORMATION YOU ENTERED, YOU CAN KEEP, EDIT, OR REPLACE THE SUGGESTED NAME. NEXT TO PROJECT DUE DATE, SPECIFY THE DATE THAT ALL WORK ON THE PROJECT MUST BE COMPLETED.

PROJECT NAME:	AMERICAN AIR-AVIATION-XOL-UW-YR2003	PROJECT DUE DATE:		
PROJECT NO:	0000-000000-00005867			
PROJECT STATUS:	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> 9107 9109 </div> <div style="width: 60%;"> <div style="display: flex; align-items: center;"> <input checked="" type="radio"/> STATUS 1: DESCRIPTION OF STATUS. </div> <div style="display: flex; align-items: center;"> <input type="radio"/> STATUS 2: DESCRIPTION OF STATUS. </div> <div style="display: flex; align-items: center;"> <input type="radio"/> STATUS 3: DESCRIPTION OF STATUS. </div> <div style="display: flex; align-items: center;"> <input type="radio"/> STATUS 4: DESCRIPTION OF STATUS. </div> </div> </div>			

<BACK
NEXT >
CANCEL

FIG. 91

9201

×

CREATE A NEW <Q>PROJECT TYPE>-- STEP # OF #

WHO WILL BE THE TEAM MEMBERS FOR THIS PROJECT?

NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

TO ENTER A NAME, TYPE IT IN A FIELD, OR CLICK THE ADDRESS BOOK ICON NEXT TO THE FIELD.

TO ENTER MULTIPLE NAMES, SEPARATE EACH NAME WITH A SEMI-COLON (;).

OWNER:*

9203

UNDERWRITING:*

9205

LEGAL REP.:

FINANCE:*

EXTENDED TEAM MEMBERS:

INTERNAL: [CLICK BUTTON TO EDIT.]

9207

EDIT INTERNAL

EXTERNAL: [CLICK BUTTON TO EDIT.]

9209

EDIT EXTERNAL

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q.PROJECT MILESTONES, BUT DO NOT HAVE Q.PROJECT RESPONSIBILITIES.

<BACK

NEXT >

CANCEL

FIG. 92

9303 9305 9307 9301

CREATE A NEW <Q.PROJECT TYPE> --STEP # OF #

WHO SHOULD BE ASSIGNED TO EACH PROJECT TASK, AND BY WHAT DATE MUST EACH TASK BE COMPLETED?
EACH OF THE TASKS LISTED HERE MUST BE COMPLETED BEFORE THIS PROJECT CAN BE CLOSED. TO THE RIGHT OF EACH TASK NAME, SELECT THE APPROPRIATE WORKGROUP MEMBER FOR THAT TASK. THEN, PICK THE DATE THE TASK MUST BE COMPLETED.

<input type="checkbox"/>	<input type="checkbox"/>	TASK NAME	ASSIGNED TO	DUE DATE
<input checked="" type="checkbox"/>		FILE ORIGINAL OFFER (3RD PARTY)	PERRY YAO * ▼	THU 9/5/2002 * ▼
<input checked="" type="checkbox"/>		CAPTURE DEAL DATA	CARL SHELBY * ▼	TUE 9/10/2002 * ▼
<input checked="" type="checkbox"/>		OBTAIN COVER NOTE/ SLIP	JOE EMPLOYEE * ▼	NONE * ▼
<input checked="" type="checkbox"/>	<input type="checkbox"/>	RUN PRICING MODEL	SABINE POWERS * ▼	NONE * ▼
		PRICING MODELS.DOC [RENAME]		

<BACK NEXT > CANCEL

FIG. 93

9401

DUPLICATES FOUND

⚠ SIMILIAR PROJECTS HAVE BEEN FOUND.
PLEASE REVIEW THE PROJECTS BELOW TO ENSURE THAT A DUPLICATE PROJECT IS NOT CREATED.
DOUBLE-CLICK ON A PROJECT NAME TO VIEW ITS SUMMARY.

	I OWNER	I NAME	I DATE MODIFIED
<input type="radio"/> <input type="checkbox"/>	OWNER NAME	1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/> <input type="checkbox"/>	OWNER NAME	2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/> <input type="checkbox"/>	OWNER NAME	3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/> <input type="checkbox"/>	OWNER NAME	4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/> <input type="checkbox"/>	OWNER NAME	5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

☒ NONE OF THESE

SELECT THE PROJECT YOU WOULD LIKE TO USE INSTEAD.
INSERT IN-LINE HELP.

OK

9403

FIG. 94

Q PROJECTS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

Q PROJECTS

ADDRESS

INSERT FILE LOCATION

MY Q.PROJECTS:

TYPE:

ALL TYPES

STATUS:

PENDING AND ACTIVE

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED	STATUS
NY POST-EO-TTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461R-9E77-3090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA AIR-AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

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LINKED Q.PROJECTS

KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

DUE: TUE 10/1/2002

STATUS: PENDING

<PROJECT TYPE>

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

9601

Q PROJECTS

FILE TOOLS HELP

CREATE LIKE ▾

ADD QNOTE

VIEW HISTORY

INSERT FROM Q KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q PROJECT ▾

TYPE A QUESTION FOR HELP ▾

Q PROJECT FIND

MY Q PROJECTS:

TYPE: ALL TYPES: ▾

STATUS: PENDING AND ACTIVE ▾

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED ▾	STATUS
NY POST-EO-TTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461R-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA AIR AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

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LINKED Q PROJECTS

KEYWORDS

AMERICAN AIR AVIATION-XOL-UW-YR2003

NEW SUBMISSION

STATUS: PENDING

DUE: TUE 10/1/2002

EDIT

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

FIG. 96

9505

9701

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

INVITE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

TYPE A QUESTION FOR HELP

AMERICAN AIR-AVIATION-XOL-UW-YR2003 ②

<PROJECT TYPE> DUE: TUE 10/1/2002 STATUS: PENDING

SAVE SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

REDUCTIBLE: \$1,000,000

KEYWORDS

LINKED Q.PROJECTS

HISTORY

CONTACTS

CALENDAR

FORMS

MESSAGES

DOCUMENTS

TASKS

OWNER: JOE EMPLOYEE.JEMPLOYEE@RENRE.COM

Full Name	Company	Business Phone	Business Fax	Mobile Phone
JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893
SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236
WALTER MATHERS	Y AON	(408) 555-2345	(408) 555-2346	(408) 555-2347
ADRIAN RIVERA	Y CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458
CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569
HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671
PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781

555-REASON CODE DETAIL

ORIG. CURRENCY: USD

WMATHERS@AON.COM

ARIVERA@CHUBB.COM

CSHELBY@RENRE.COM

HSMITH@RENRE.COM

PYAO@RENRE.COM

SAVE SUMMARY

EMAIL PROJECT TEAM | EDIT PROJECT TEAM | LINK OUTLOOK CONTACT | Q.FIND TO LINK CONTACT | NEW CONTACT

9707

9705

FIG. 97

Q. PROJECT <TYPE> RESOURCE LIBRARY

Q. PROJECT TYPE>

DOUBLE CLICK A FILE TO PREVIEW IT. CLICK ADD ITEM TO ADD A FILE. CLICK REMOVE ITEM TO REMOVE A FILE. EDIT AN ITEM BY RIGHT-CLICKING ON THE ITEM AND SELECTING CHECK OUT.

SHOW: ▼		ALL	DATE RANGE: ENTIRE RANGE ▼			
□	0	NAME	CHECKED OUT BY	DATE MODIFIED ▼	SIZE	TYPE
		LOREM IPSUM DOLOR SIT AMET		MON 6/3/2002 12:00PM	3 KB	TEMPLATE
		LOREM IPSUM DOLOR SIT AMET	FIRST LASTNAME	FRI 5/31/2002 12:00PM	5 KB	LIBRARY DOCUMENT
		EPSUM FACTORIAL NON DEPOSIT		FRI 5/31/2002 12:00PM	2 KB	TEMPLATE
		EPSUM FACTORIAL NON DEPOSIT	FIRST LASTNAME	THU 5/30/2002 12:00PM	7 K	TEMPLATE
		EPSUM FACTORIAL NON DEPOSIT		WED 5/29/2002 12:00PM	2.5 MB	TEMPLATE
		LOREM IPSUM DOLOR SIT AMET		MON 3/3/2002 12:00PM	80 KB	LIBRARY DOCUMENT
		LOREM IPSUM DOLOR SIT AMET		FRI 1/31/2002 12:00PM	91 KB	LIBRARY DOCUMENT

ADD ITEM

CHECK OUT ITEM

REMOVE ITEM

DONE

FIG. 98

10001

ADD <FILENAME> TO Q:PROJECT <TYPE> RESOURCE LIBRARY

FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

BASIC Q.FIND

SHOW: ALL

DATE RANGE: ENTIRE RANGE

Q	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 KB
	FIRST LASTNAME	EPSUM FACTORIAL NON DEPO QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

TYPE OF RESOURCE ITEM: SELECT...

ADD TO RESOURCE LIBRARY CANCEL

10003

10005

FIG. 100

AMERICAN AIR-AVIATION-XOL-JW-YR2003 (READ ONLY)

FILE ACTIONS HELP

INVOKE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

TYPE A QUESTION FOR HELP

AMERICAN AIR-AVIATION-XOL-JW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

TASKS | DOCUMENTS | MESSAGES | FORMS | CALENDAR | CONTACTS | HISTORY | LINKED Q.PROJECTS | KEYWORDS

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

FIG. 101

10201

Q.PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

BACK

Q.PROJECTS

ADDRESS

10207

10215

10217

GO

GO

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

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DELETED ITEMS

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

FIND USING

10213

LOOK UP KEYWORD

COM

LOOK UP

10203

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE:

10203

KEYWORD MATCHES FOR 'COM'

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD 'COM' TO KEYWORD LIST

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

SEND/RECEIVE STATUS 0%

10205

FIG. 102

10301

Q.PROJECT FIND - MICROSOFT INTERNET EXPLORER

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

CREATE LIKE

ADD Q.NOTE

BACK

REPLY TO ALL

REPLY

INSERT FROM Q.KNOW

Q.PROJECTS

FORWARD

CAPTURE FORMS DATA

Q.PROJECTS

SEND/RECEIVE

VIEW ATTACHMENTS?

ADDRESS

INSERT FILE LOCATION

FIND

INVITE INPUT

GO

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

PREVIEW OF

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY:

PROJECT NAME:

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

STATUS:

PENDING AND ACTIVE

ALL PROJECT TYPES

PROJECT TYPE 1

PROJECT TYPE 2

PROJECT TYPE 3

PROJECT TYPE 4

PROJECT TYPE 5

PROJECT TYPE 6

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

TYPE

DATE RANGE:

DATE

OWNER

LAST MODIFIED

STATUS

PROJECT NAME

PROJECT TYPE

PROJECT #

SEND/RECEIVE STATUS 0%

FIG. 103

10205

[illegible]

FIG. 104

10501

10503

10505

Q PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

Q PROJECTS

10507

Q PROJECTS

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q PROJECTS

CALENDAR

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NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

TYPE A QUESTION FOR HELP

TYPE A CONTRACT TO FIND

TYPE A CONTRACT TO FIND

SEND/RECEIVE

REPLY TO ALL

FORWARD

SEND/RECEIVE

REPLY TO ALL

FORWARD

VIEW ATTACHMENTS

INSERT INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

ADDRESS

INSERT FILE LOCATION

KEYWORDS

PROJECT PROPERTIES

DATES

MY Q.PROJECTS

Q PROJECT FIND

SELECT Q.PROJECT SET

ADD

TYPE

ALL TYPES

DATE RANGE

ENTIRE RANGE

10509

PROJECT NAME

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

NY POST-EO-ITY-JUW-YR2003

SUBMISSION

F2475438-5E1A-461R-9E77-8090652B4FOA

MORRIS WALTON

TUE, 9/10/2002

ACTIVE

EXXON MOBILE-AUTO-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461D-9E77-6390652B4FOV

CAROL WEATHERBY

MON, 9/9/2002

ACTIVE

SCANDIA-XOL-UW-YR2003

RENEWAL

F9475438-5E1A-461C-9E77-7490652B4F3R

BRENDON BIALYSTOCK

FRI 9/13/2002

PENDING

AMERICA-AIR-AVIATION-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461D-9E77-7390652B4FOE

JOE EMPLOYEE

WED, 9/4/2002

PENDING

BOEING AVIATION-XOL-UW-YR2003

ENDORSEMENT

F9475438-5E1A-461B-9E77-8390652B4F2T

MELISSA SMALL

TUE, 8/27/2002

PENDING

PURDENTIAL-PROPERTY-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461A-9E77-2390652B4F7P

JASON KIRK

TUE, 8/27/2002

ACTIVE

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LINKED Q.PROJECTS

KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

SEND/RECEIVE STATUS 0%

FIG. 105

10601

LINK TO Q.PROJECT

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q.PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

FIND USING... ?

SELECT SET

ADD

LOOK UP

LOOK UP KEYWORD: COM

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

10603

Q.FIND

CLEAR ALL

ADVANCED Q.FIND

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

INCLUDE: CONTACTS ONLY

SHOW: ALL

DATE RANGE: ENTIRE RANGE

TABLE

0	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1219	(703) 555-1227	(703) 555-1234	NAME@COMPANY.COM

LINK TO Q.PROJECT

CANCEL

FIG. 106

10607

10605

10701

LINK TO Q.PROJECT

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q.PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

SHOW: ALL | DATE RANGE: ENTIRE RANGE

0	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM

PREVIEW | Q.FILE DETAILS | LINKED ITEMS

<Q.KNOW FILING MESSAGE>

FILING SUMMARY
LINKED Q.PROJECTS: PROJECT NAME
ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINK TO Q.PROJECT | CANCEL

10605

FIG. 107

10607

10801
10805
10803a
10803b

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS
7 X

CLEAR SUMMARY

CURRENT KEYWORD SUMMARY FOR <INSERT ITEM NAME>: ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINKED Q.PROJECTS	Q.PROJECT KEYWORDS
<PROJECT NAME>	<input type="checkbox"/> SELECT THESE KEYWORDS ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
<PROJECT TYPE>	PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
<PROJECT ID>	PRODUCT: SUBROOT: KEYWORD,
<DATE MODIFIED?>	PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
<STATUS>	TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☒ SELECT THESE KEYWORDS
 ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD,
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

CANCEL

FIG. 108

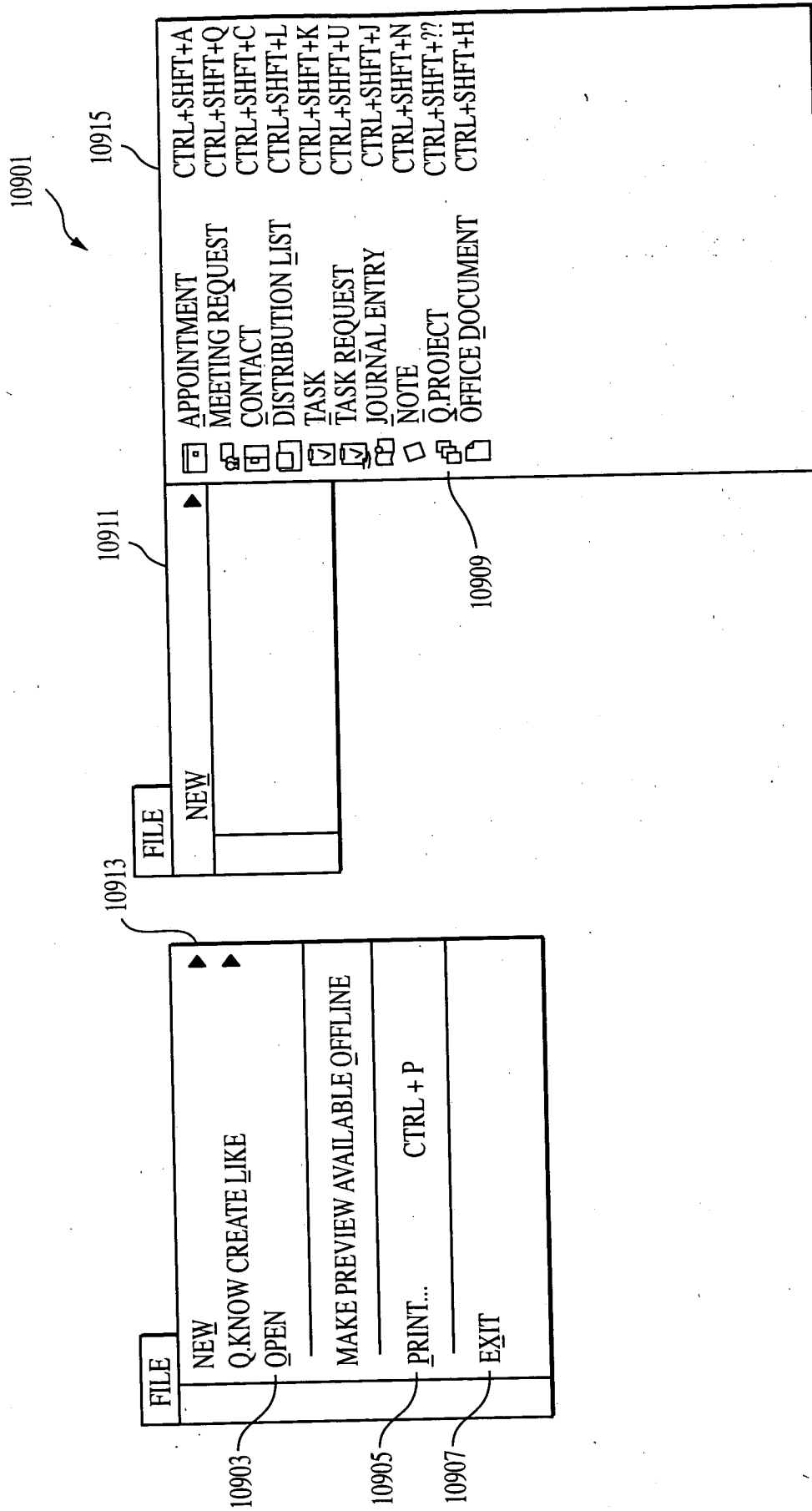


FIG. 109

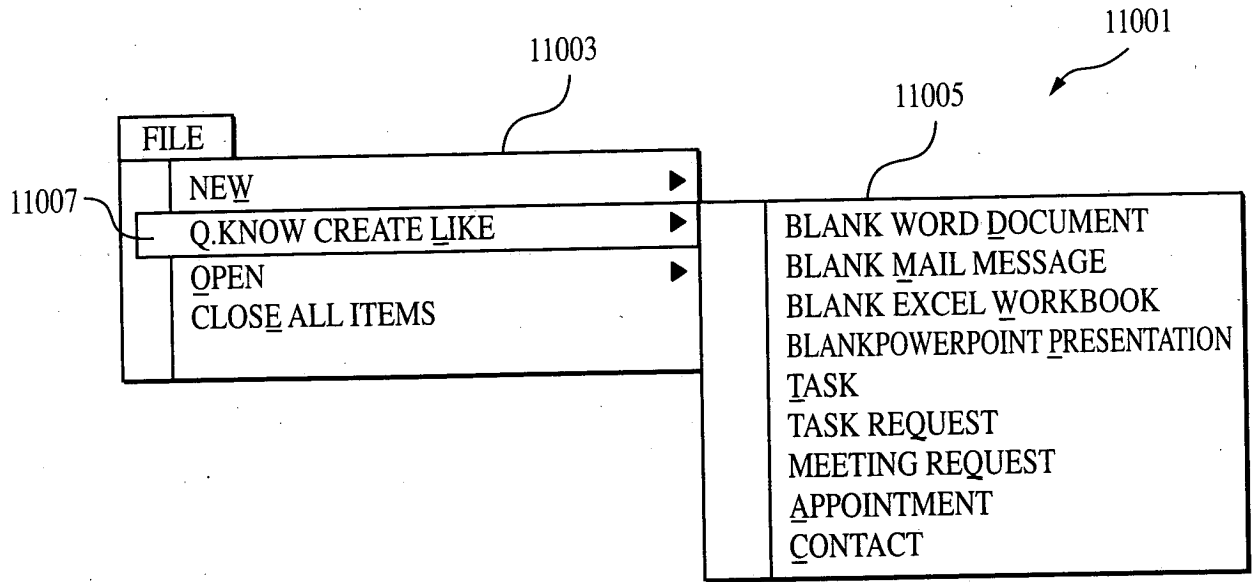


FIG. 110

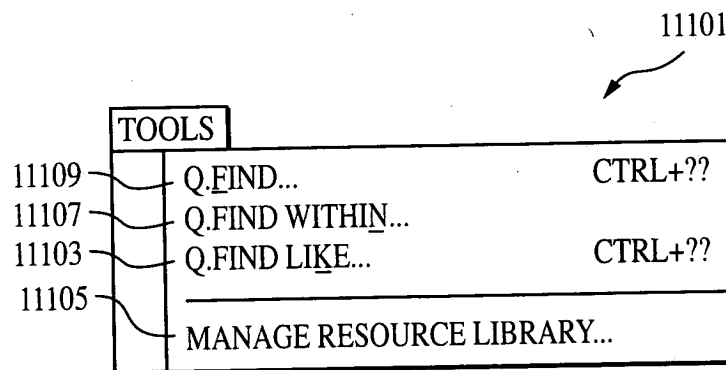


FIG. 111

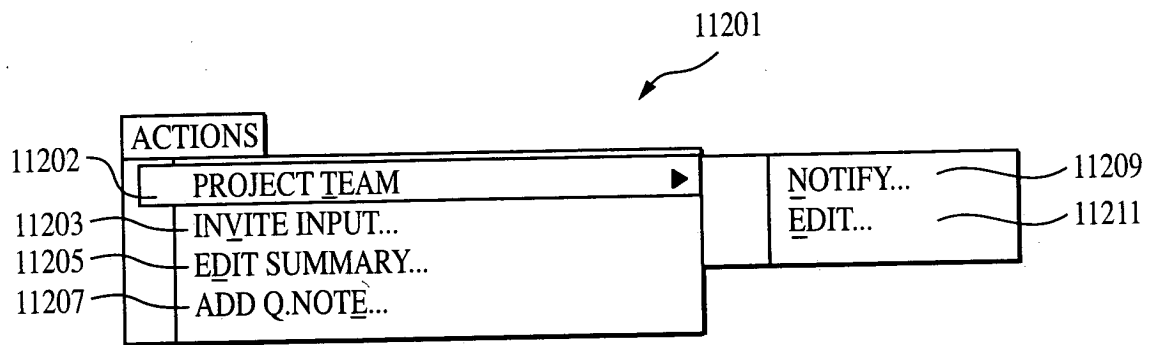


FIG. 112

11301



11305

11306

11309

11303

11311

11307

11313

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☒ Q.KNOW SERVER ☐ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

ADVANCED Q.FIND ☒ ☒ ☒

SELECT Q.SET

ADD

KEYWORDS

ITEM PROPERTIES

DATES

INCLUDE: ☒

☐ MS OUTLOOK ITEMS
☐ MS OUTLOOK TASKS
☒ MS OFFICE DOCUMENTS
☐ Q.PROJECTS
☐ OTHERS

☒ EXCEL
☐ POWERPOINT
☐ WORD

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q.FIND

CLEAR ALL

BASIC Q.FIND

SHOW: ☒ MS EXCEL ONLY ☐ DATE RANGE: ENTIRE RANGE

Q. ☐ ☐ ☐ ☐ ☐

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

OPEN

CANCEL

FIG. 113

11409

11405

OPEN Q KNOW ITEM - MS EXCEL

11407

LOOK FOR ITEMS IN: ☐ Q KNOW SERVER ☒ MY Q KNOW WORKING FOLDER ☐ MY RECENTLY Q FILED ITEMS

11403

SHOW:

DATE RANGE:

DATE MODIFIED

SIZE

Q	Q	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES	THU 5/30/2002 12:00 PM	7K
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES	WED 5/29/2002 12:00 PM	2.5 MB

FILE NAME:

OPEN

CANCEL

FIG. 114

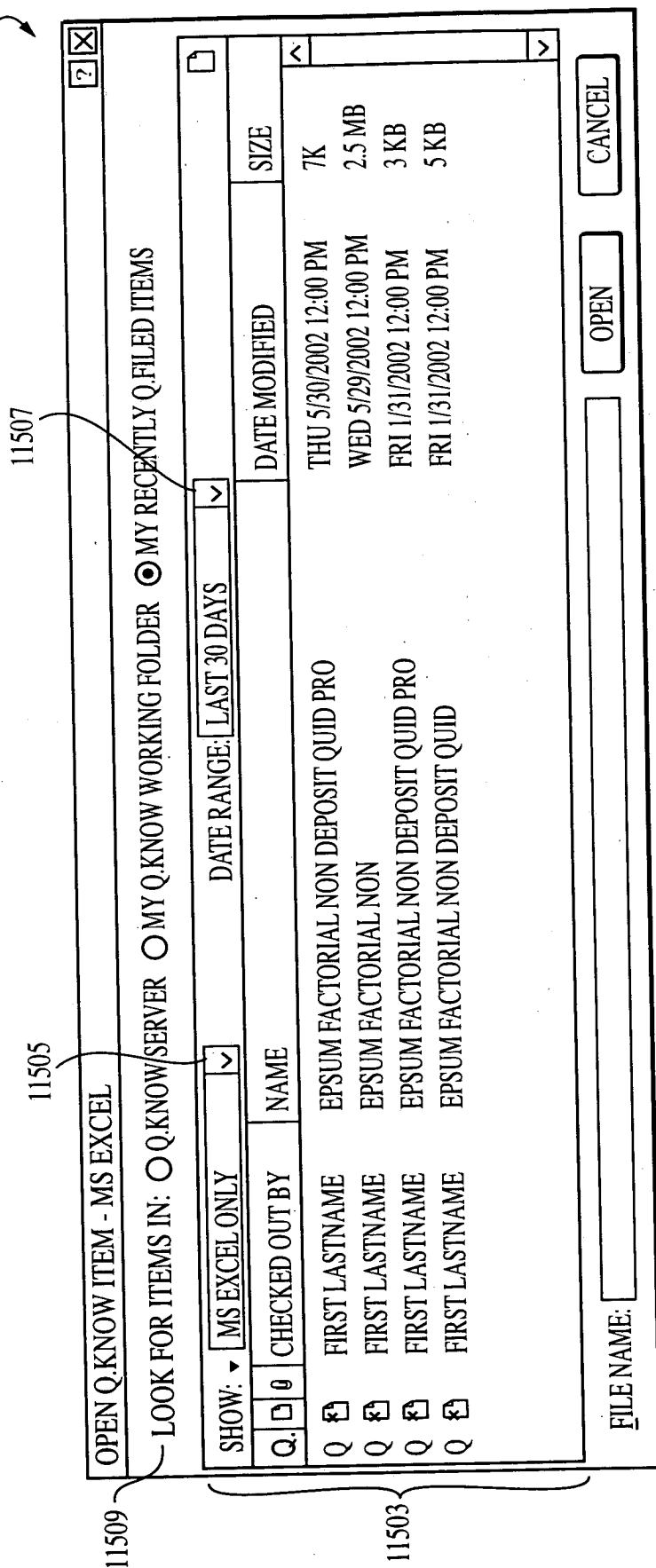


FIG. 115

11601

11605

11607

11609

11611

11613

11603

11607

11609

11607

11601

SAVE AS Q.KNOW ITEM - APPLICATION NAME

SAVE IN: ☒ Q.KNOW SERVER ☐ MY Q.KNOW WORKING FOLDER

SELECT Q.PROJECTS... SELECT KEYWORDS... SELECT KEYWORD SET ADD Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FILE NAME: BOOK1.XLS

SAVE AS TYPE: MICROSOFT EXCEL WORKBOOK

SAVE AND Q.FILE CANCEL

FIG. 116

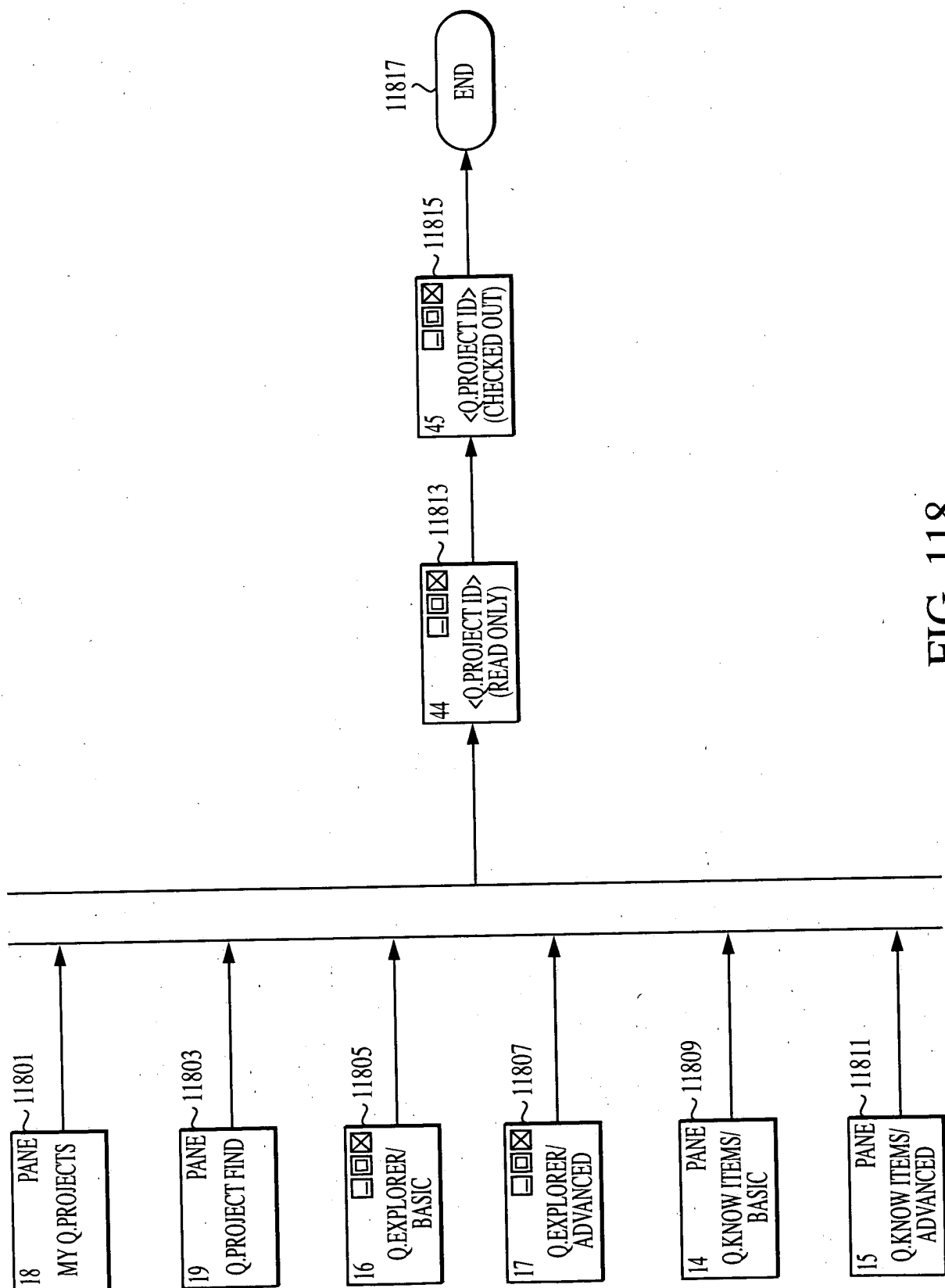


FIG. 118

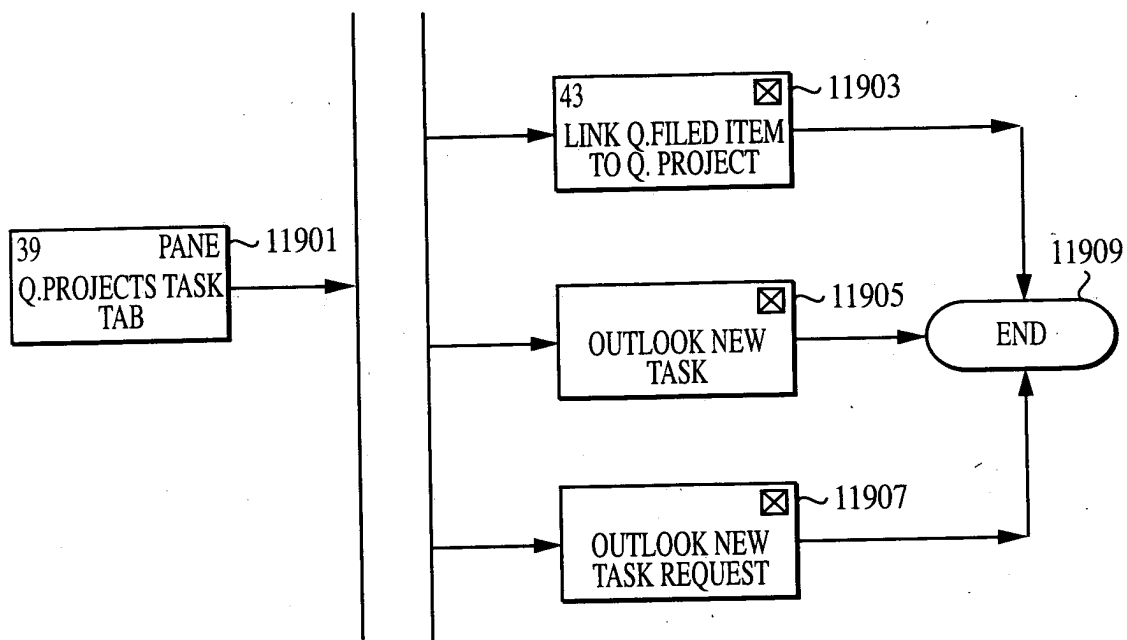


FIG. 119

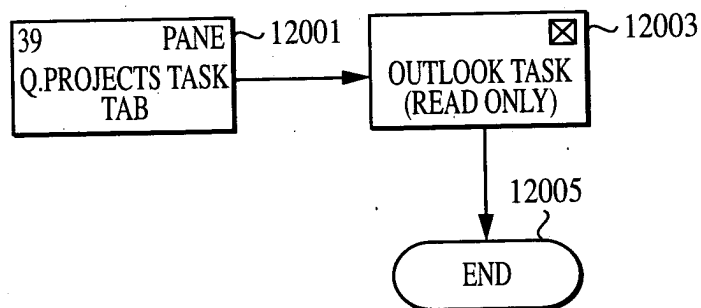


FIG. 120

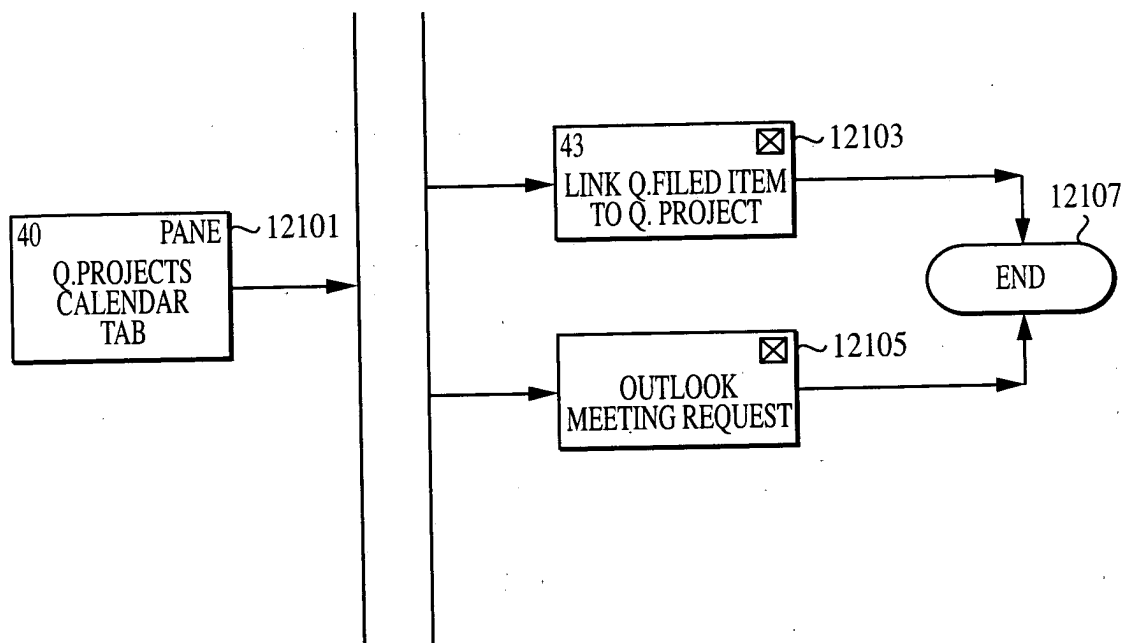


FIG. 121

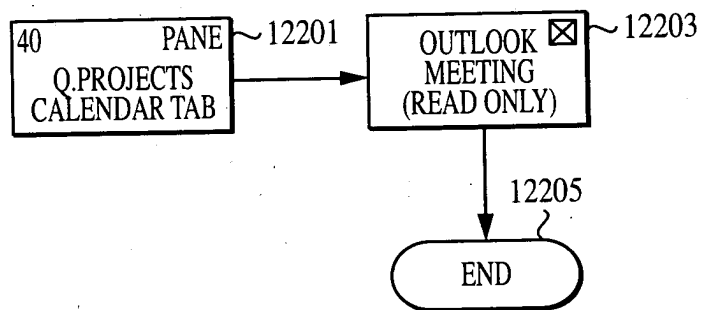


FIG. 122

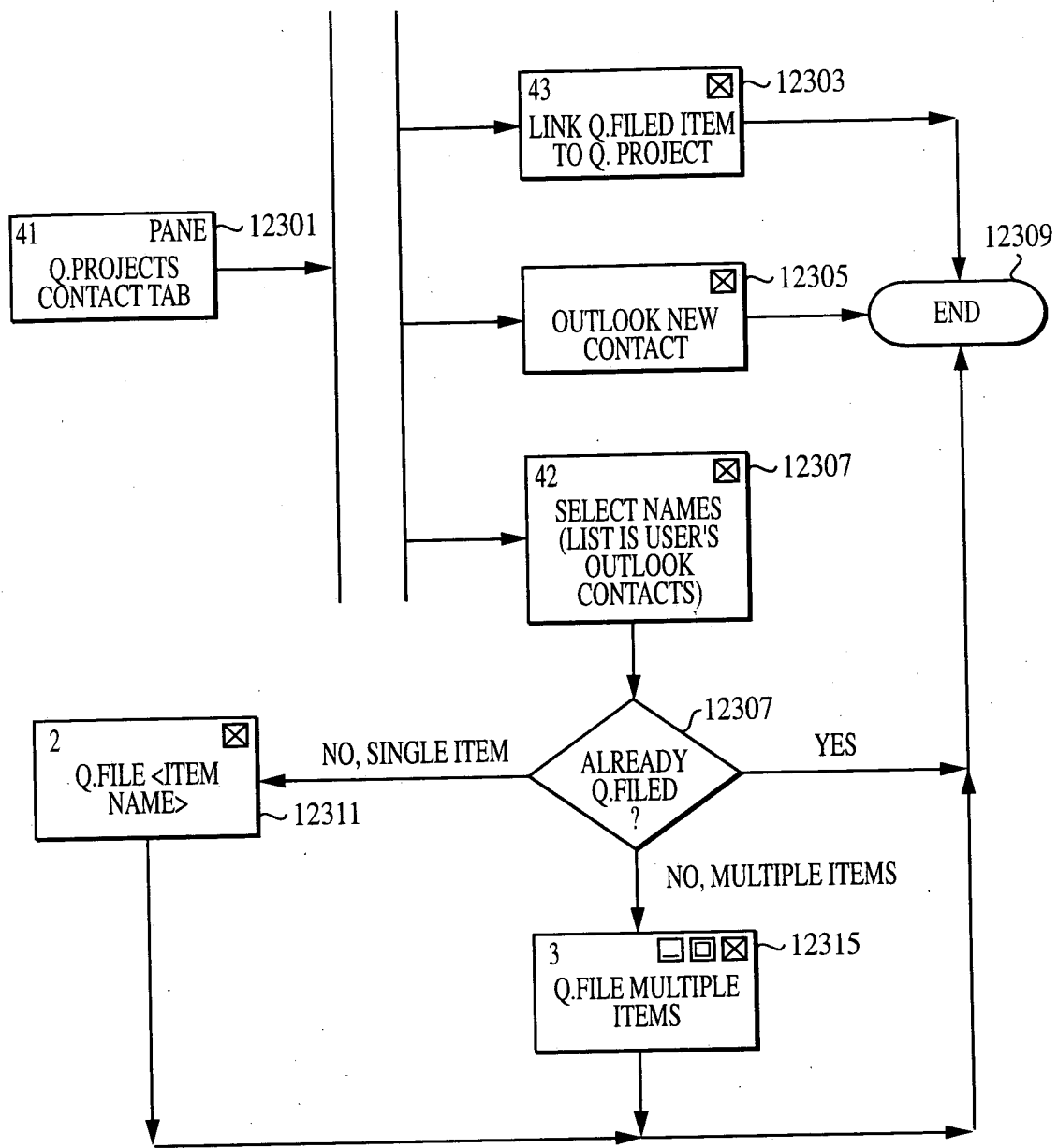


FIG. 123

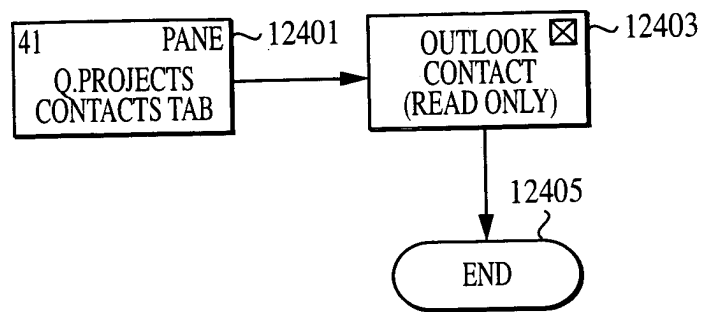


FIG. 124

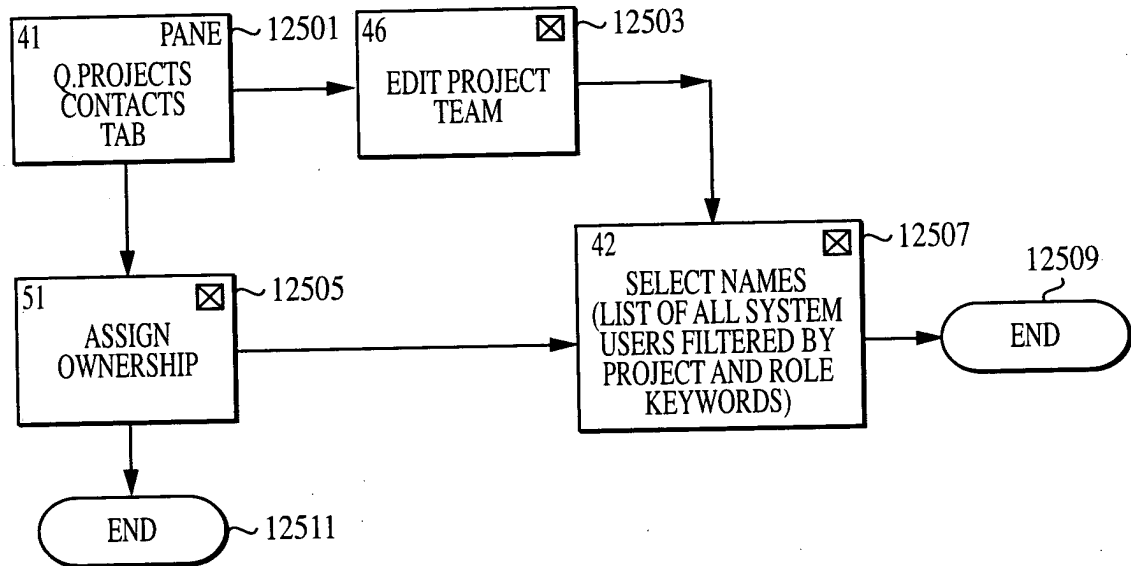


FIG. 125

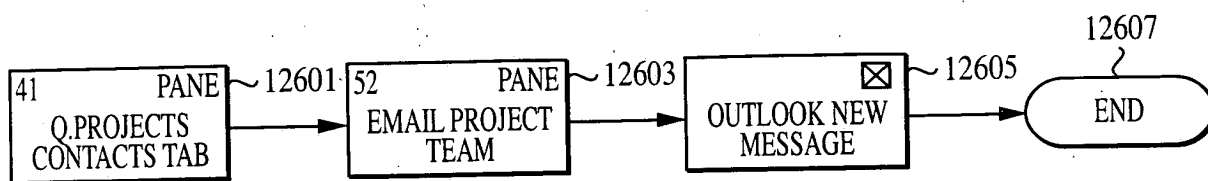


FIG. 126

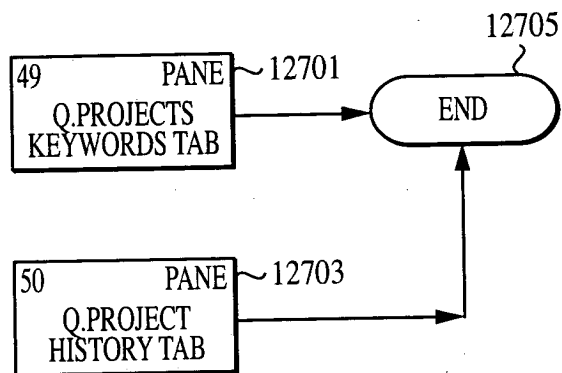


FIG. 127

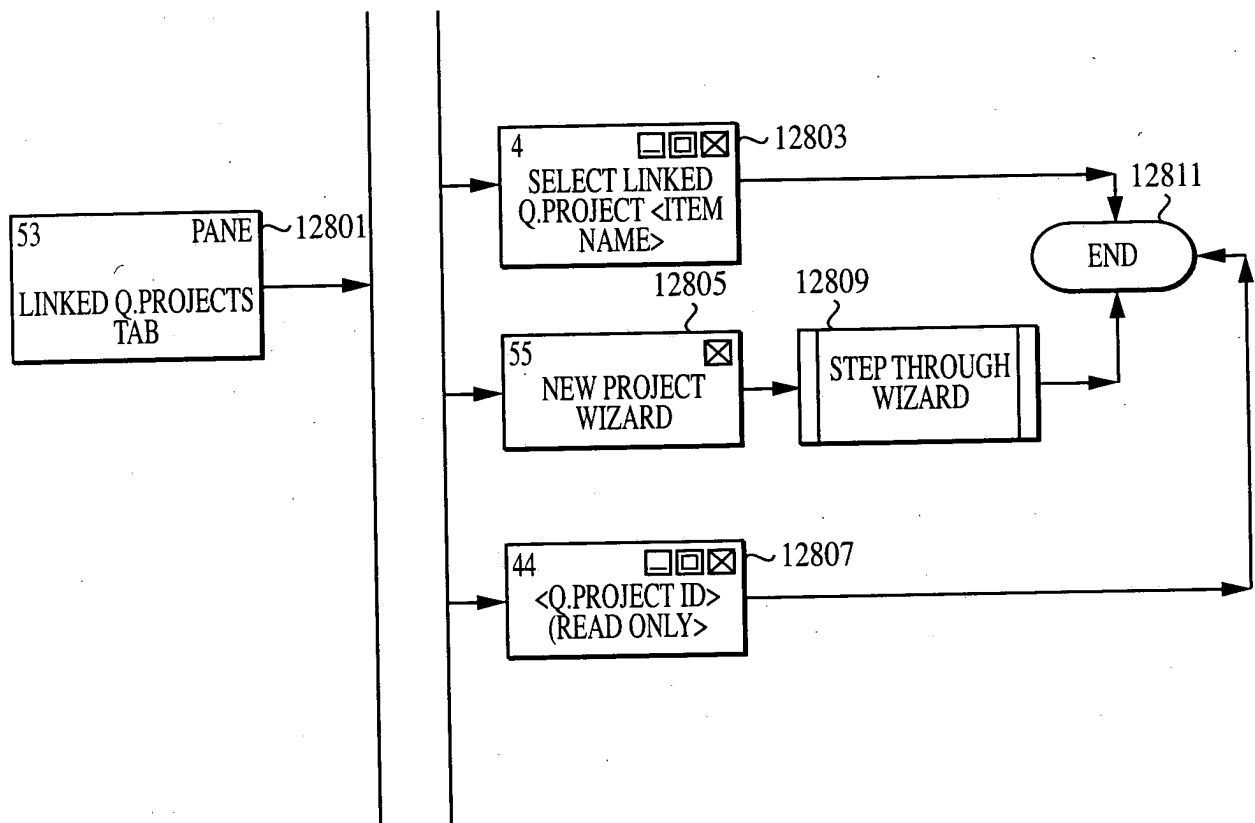


FIG. 128

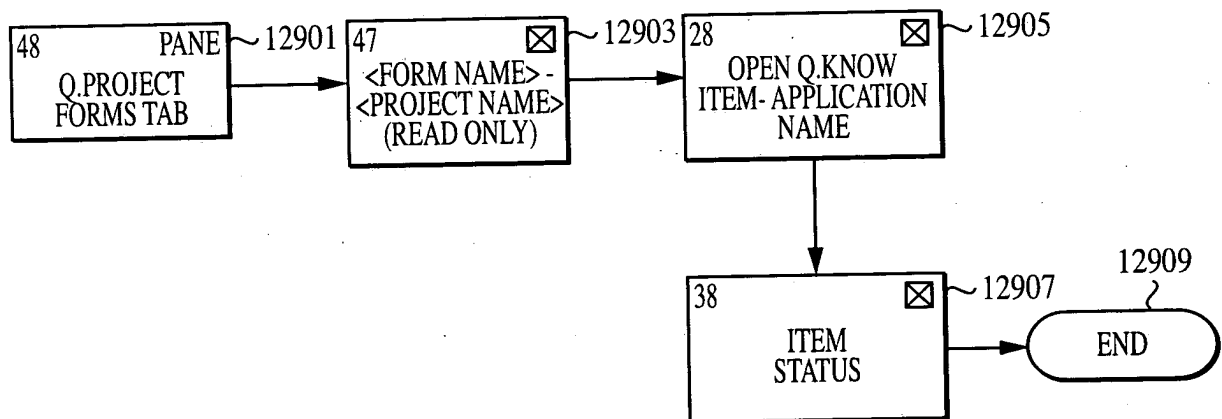


FIG. 129

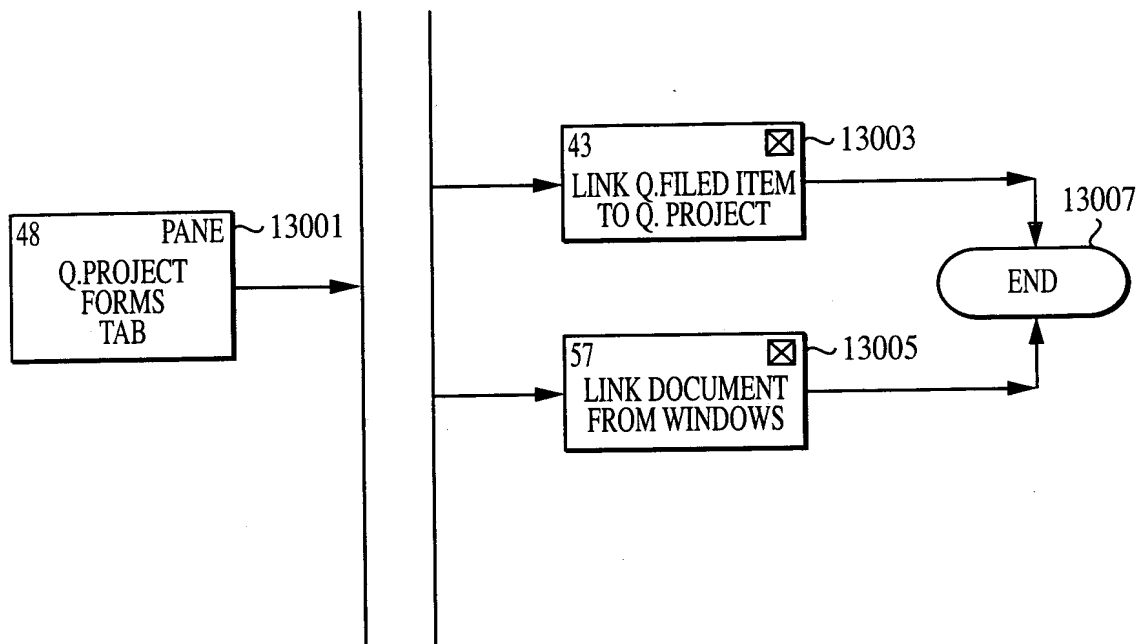


FIG. 130

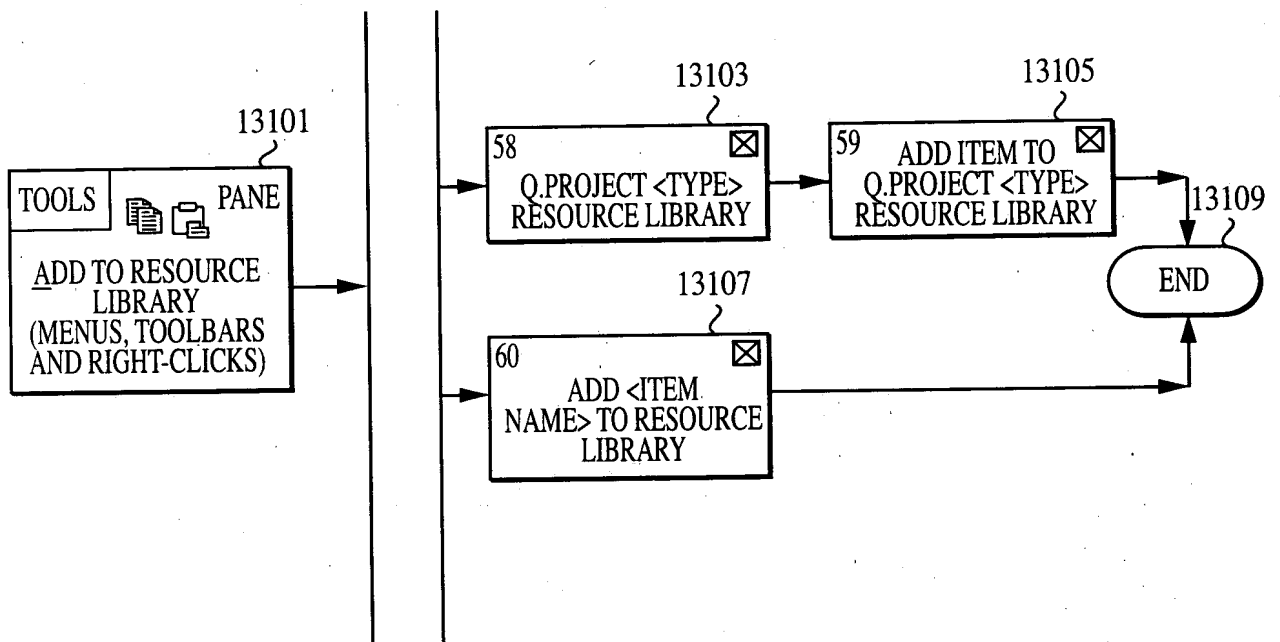


FIG. 131

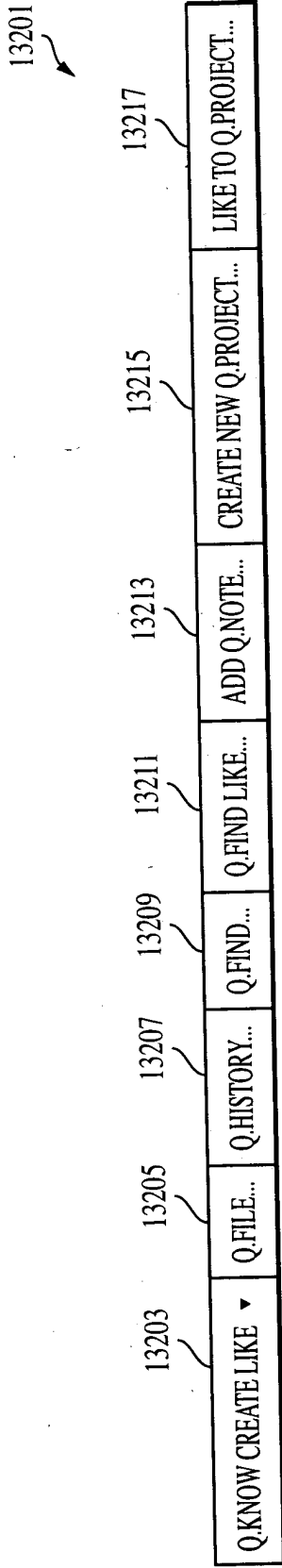


FIG. 132

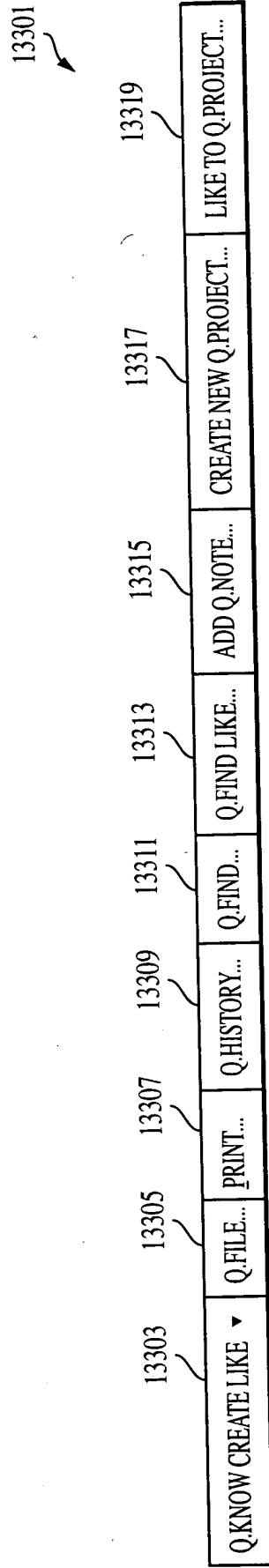


FIG. 133

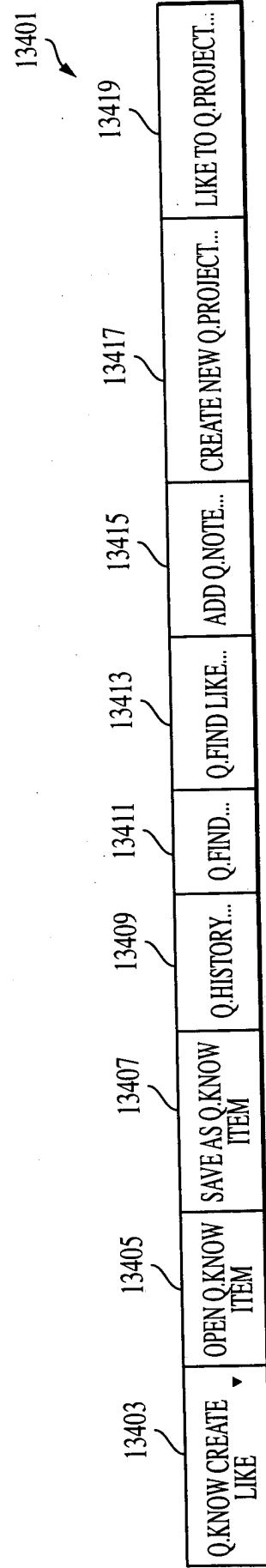


FIG. 134

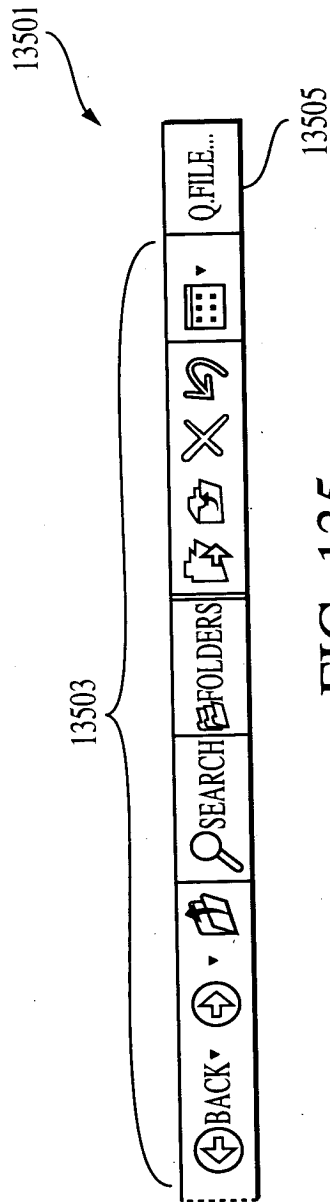


FIG. 135

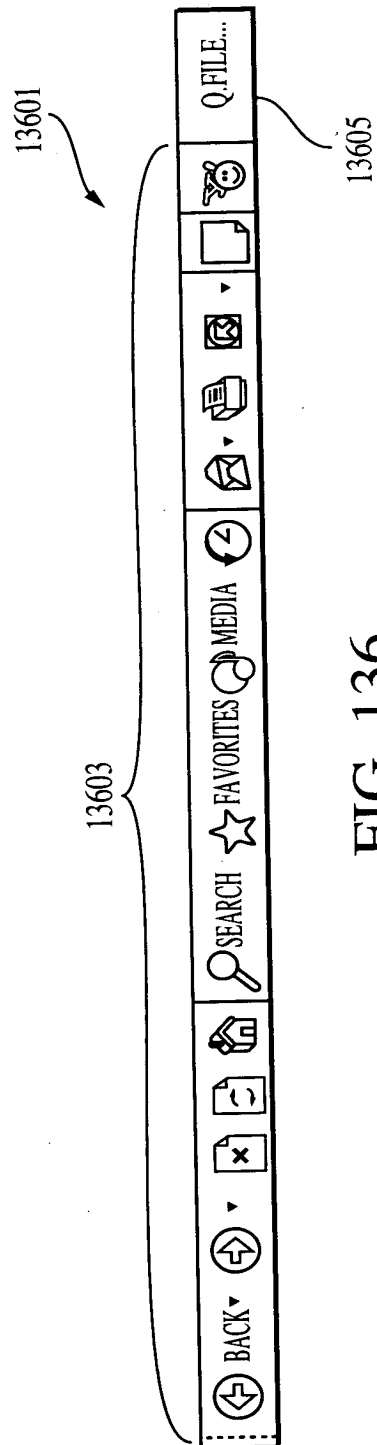


FIG. 136

FIG. 137 is a graphical user interface window. The title bar contains a 'Q.' icon, the text 'ITEM STATUS', and a close button (X). Below the title bar is a section labeled 'ITEM'. This section contains a table with three columns: 'ITEM NAME', 'ACTION', and 'STATUS'. The first row of the table has a checkbox (X) in the 'ITEM NAME' column, followed by the text 'ITEM NAME', 'ACTION TYPE', and 'STATUS'. The rest of the table is empty. At the bottom right of the window is a 'CLOSE' button. Reference numerals point to various elements: 13709 points to the 'Q.' icon, 13705 points to the 'ITEM STATUS' text, 13707 points to the close button, 13701 points to the 'ITEM' label, 13703 points to the table, and 13701 points to the 'CLOSE' button.

ITEM NAME	ACTION	STATUS
<input checked="" type="checkbox"/> ITEM NAME	ACTION TYPE	STATUS

FIG. 137

FIG. 138 is a graphical user interface window. The title bar contains a 'Q.' icon, the text 'ITEM STATUS', and a close button (X). Below the title bar is a section labeled 'ITEM'. This section contains a table with two columns: 'RETRY' and 'CANCEL'. The first row of the table has the text 'RETRY' and 'CANCEL'. The rest of the table is empty. At the bottom right of the window is a 'CANCEL' button. Reference numerals point to various elements: 13801 points to the 'Q.' icon, 13801 points to the 'ITEM STATUS' text, 13803 points to the 'ITEM' label, and 13803 points to the 'CANCEL' button.

RETRY	CANCEL

FIG. 138

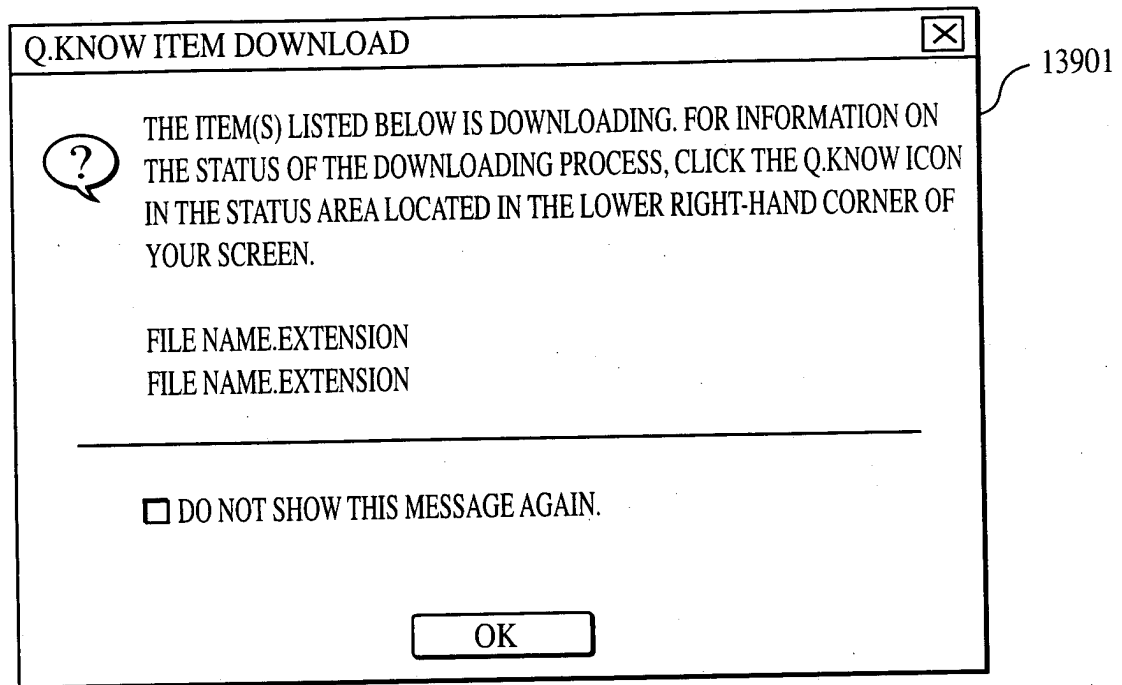


FIG. 139

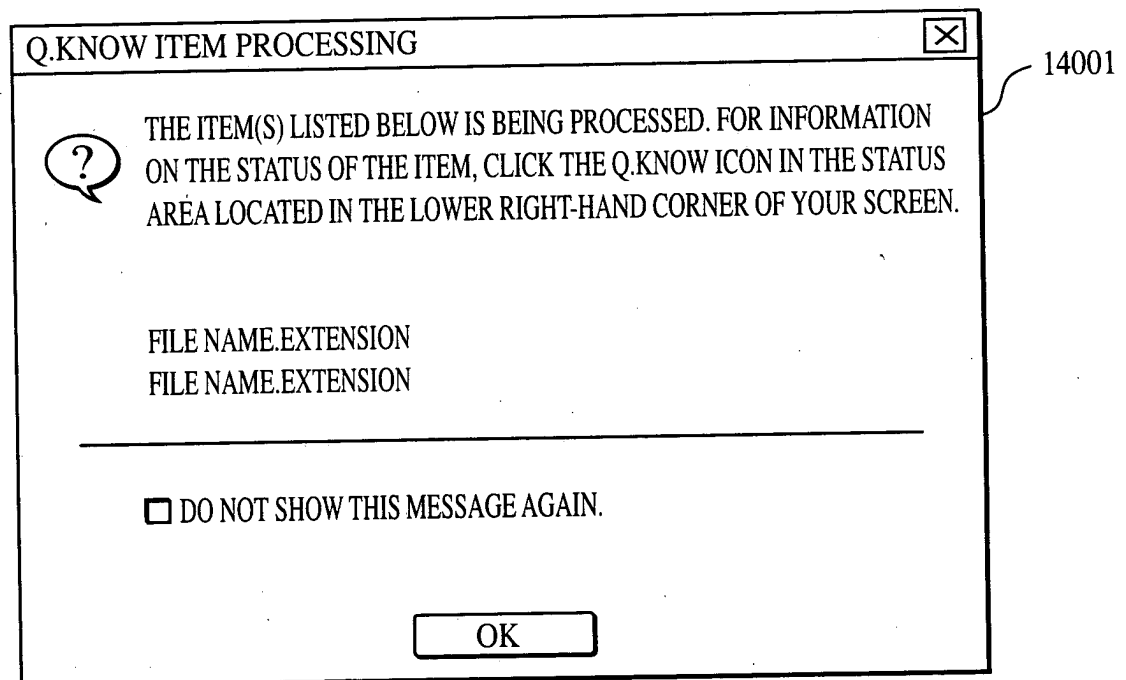


FIG. 140

[illegible]

FIG. 142A

FIG. 142B

14201

FIG. 142

FIG. 142A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMSOKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

ACTIVITIES PEOPLE BROKERS AONI GUY CARPENTER US&G WILLIS FABER CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS PLACES

14205

14203

TYPE A QUESTION FOR HELP 14207

GO

Q KNOW™	TYPE	PROJECT NAME	PROJECT ID	CEDANT	NAME/DESCRIPTIONS	DATE
<input checked="" type="checkbox"/>	YES	OUTLOOK APP...	1018	1018	MEET WITH TEAM	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOC...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	1013	1013	PURDENTIAL - AMERICAN AIRLINES - FAC...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	1013	1013	CIGNA - EARTHQUAKE CAT XL 2002 R...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1007.DOC1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1012.DOC7.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL			CIGNA - FIDELITY - EXCESS OF LOSS COVER	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL -2002	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1013.DOC2.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL			CIGNA - AVIATION XL UW YR 2002 CO...	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL -2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL -2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL -2002	

PEOPLE
BROKERS.AON

<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1015.DOC1.DOC
<input checked="" type="checkbox"/>	YES	UNKNOWN				CIGNA - PROPERTY TTY - PR 2000.MSG
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC4.DOC
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1004.DOC3.DOC
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~2.DOC
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1013.DOC7.DOC
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - PROPERTY - XL 2001 COVER
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1010	1010	CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC6.DOC
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
<input type="checkbox"/>	YES	WORD DOCU...				CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1008	1008	PROJEC~2.DOC
<input type="checkbox"/>	YES	WORD DOCU...				UPDATE FINANCIAL REPORT ON AON.MSG
<input checked="" type="checkbox"/>	YES	UNKNOWN				PROJECT1018.DOC1.DOC
<input type="checkbox"/>	YES	WORD DOCU...				

14203

FIG. 142B

FIG. 143B

FIG. 143

14301

FIG. 143A

[illegible]

<div>14305</div> <div>PRODUCTS</div> <div>PRODUCT CLASS AIRCRAFT HULL (LIABILITY HULL)</div> <div>PRODUCT TYPE EXCESS OF LOSS</div> <div>TIME</div> <div>UNDERWRITING YEAR 2001</div>	<div>14303</div> <div> <input checked="" type="checkbox"/> 0 GREG@AON.COM PRUDENTIAL PROPERTY XOL 2001 TUES 7/30/2002 2:21 PM 30 KB <input checked="" type="checkbox"/> 0 GREG@AON.COM CIGNA - INLAND MARINE - TTY 1ST SURPLUS TUES 7/30/2002 2:21 PM 29 KB </div> <div> FROM: AON - CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001 SUBJECT: SEAN (SEAN@ABCRE.COM) CC: SEAN (SEAN@ABCRE.COM) ATTACHMENTS 1 CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001.DOC </div> <div>14311</div>
---	---

FIG. 143B

14501

FIG. 145

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK: DELETED ITEMS KNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

14503

TTY - PRORATA - VARIABLE QS
UMBRELLA LIABILITY
TIME
FACIAL TIME
UNDERWRITING YEAR
1998
1999
2000
2001
2002
2003
2004
2005
2006
2007

14505

PEOPLE
BROKERS.AON
CEDANTS.CIGNA
PRODUCTS
PRODUCT CLASS AND CATA (AVIATION LIABILITY FULL)
PRODUCT TYPE EXCESS OF LOSS
TIME
UNDERWRITING YEAR.2001

TYPE A QUESTION FOR HELP

14509

INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

Q KNOW™ SUBJECT

DUE DATE PROJECT NAME PROJECT ID VENDOR ACTIVITY CEDANT

CLICK HERE TO ADD A NEW TASK.

UPDATE FINANCIAL REPORT ON AON NONE

14511

14601

FIG. 146

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

14603

PROPERTY - VARIABLE Q

UMBRELLA LIABILITY

TIME

FACIAL TIME

UNDERWRITING YEAR

1998

1999

2000

2001

2002

2003

2004

2005

2006

2007

14605

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

PRODUCTS

PRODUCT CLASS AND INCENTIVATION (LIABILITY FULL)

PRODUCT TYPE EXCESS OF LOSS

TIME

UNDERWRITING YEAR.2001

TYPE A QUESTION FOR HELP

14609

CONTACTS

CALENDAR

RESULTS

INBOX

PROJECTS

TASKS

COMPANY

BUSINESS PHONE

PROJECT NAME

PROJECT ID

CEDANT

ACTIVITY

VENDOR

Q.KNOW™

FULL NAME

CLICK HERE TO ADD A NEW TASK.

DAVE

GREG

AON BROKERS, INC

AON BROKERS, INC

14607

14701

14703

PEOPLE — 14705

BROKERS.AON

CEDANTS, CIGNA

PRODUCTS

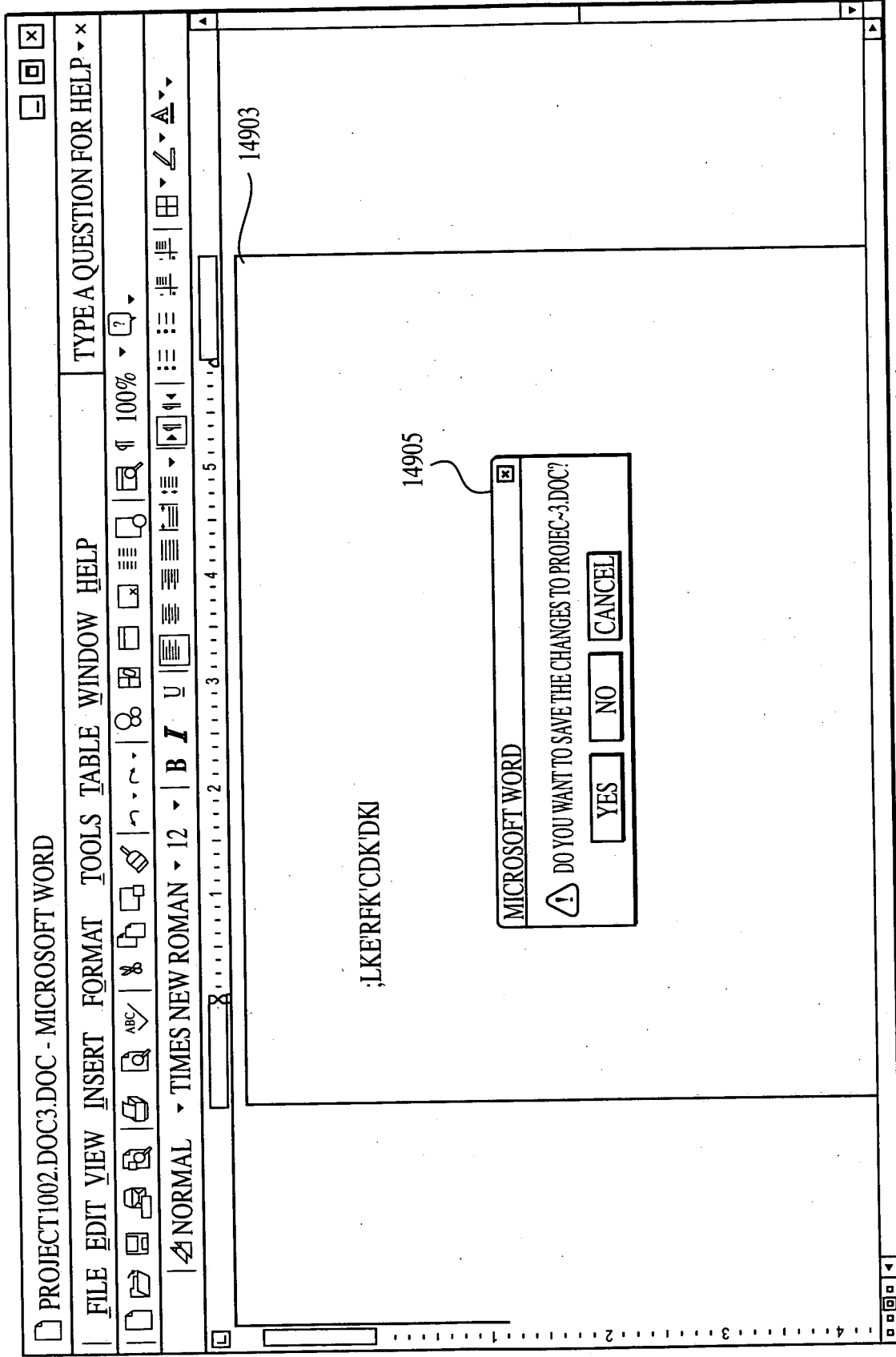
PRODUCT CLASS AIRCRAFT/AVIATION/LIABILITY/HULL

PRODUCT TYPE, EXCESS OF LOSS

TIME

UNDERWRITING YEAR.2001

14901



<input type="checkbox"/> ACROSSWORKS MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
Q KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ▼►									
◄ BACK ⇌ ◻ ADDRESS OUTLOOK:DELETED ITEMS QKNOW									
RELATIONSHIPS									
VIEWS	Favorites	Roots	<input checked="" type="checkbox"/> INBOX	<input checked="" type="checkbox"/> PROJECTS	TASKS	PROJECT ID		UW YEAR	CEDANT
			Q.KNOW™ PROJECT NAME						
<input type="checkbox"/> WORKER/ES COMPENSATION <input checked="" type="checkbox"/> PRODUCT TYPE <input type="checkbox"/> ALL RISKS/OPEN PERIL <input type="checkbox"/> EXCESS OF LOSS <input type="checkbox"/> EXCESS OF LOSS-CAT EXCSS <input type="checkbox"/> EXCESS OF LOSS-PER OCCURRENCE EXCSS CLASH COVER/CONTINGENCY COVER <input type="checkbox"/> EXCESS OF LOSS-PER RISK <input type="checkbox"/> FACULTATIVE <input type="checkbox"/> FINITE <input type="checkbox"/> LOSS PORTFOLIO REINSURANCE <input type="checkbox"/> NAMED PERILE (+) <input checked="" type="checkbox"/> TTY-PRO RATA-QS <input type="checkbox"/> TTY-PRO RATA-SURPLUS <input type="checkbox"/> TTY-PRO RATA-VARIABLE QS <input type="checkbox"/> UMBRELLA LIABILITY			YES	CIGNA - PROPERTY TTY - PR 2000		1002	2000	CIGNA	
			YES	CIGNA - PROPERTY TTY - PR 2000		1002	2000	CIGNA	
			YES	CIGNA - AVIATION XL UW YR 2002 COVER		1003	2002	CIGNA	
			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...		1004	2002	CIGNA	
			YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...		1005	2002	CIGNA	
			YES	CIGNA - INLAND MARINE - TTY IST SURPLUS		1006	2000	CIGNA	
			YES	CIGNA - PROPERTY - XL 2001 COVER		1007	2001	CIGNA	
			YES	GNA BURGLARY AND THEFT TTY XL-2002		1008	2002	CIGNA	
			YES	GLOBAL EXCESS - ACCIDENT & HEALTH TTY...		1009	2001	GLOBAL...	
			YES	CIGNA BURGLARY AND THEFT TTY XL-2002		1010	2002	CIGNA	
			YES	CIGNA - PROPERTY-XL 2001 COVER		1011	2001	CIGNA	
			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...		1012	2002	CIGNA	
			YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...		1013	2002	CIGNA	
			YES	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER		1014	2002	CHUBB	
			YES	CIGNA - AVIATION XL UW R 2002 COVER		1015	2002	CHUBB	
			YES	PRODUCTS LIABILITY - TTY PR - QS 2001		1016			
			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...		1017	2002	CIGNA	
			YES	CIGNA - INLAND MARINE - TTY IST SURPLUS		1018	2000	CIGNA	
ACTIVITIES									
RENEWAL.1002									
PEOPLE									
CEDANTS.CIGNA									
BROKERS.AON									
INSURED.CIGNA									
PRODUCTS									
PRODUCT CLASS.PROPERTY									
PRODUCT TYPE.ITTY-PRO RATA QS									
TIME									
UNDERWRITING YEAR.2000									

FIG. 150A

TYPE A QUESTION FOR HELP

15001

CALENDAR

RESULTS

PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2
BURLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/4/20
		PENDING	AON		7/9/20
		PENDING	AON		7/16/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2

FIG. 150B

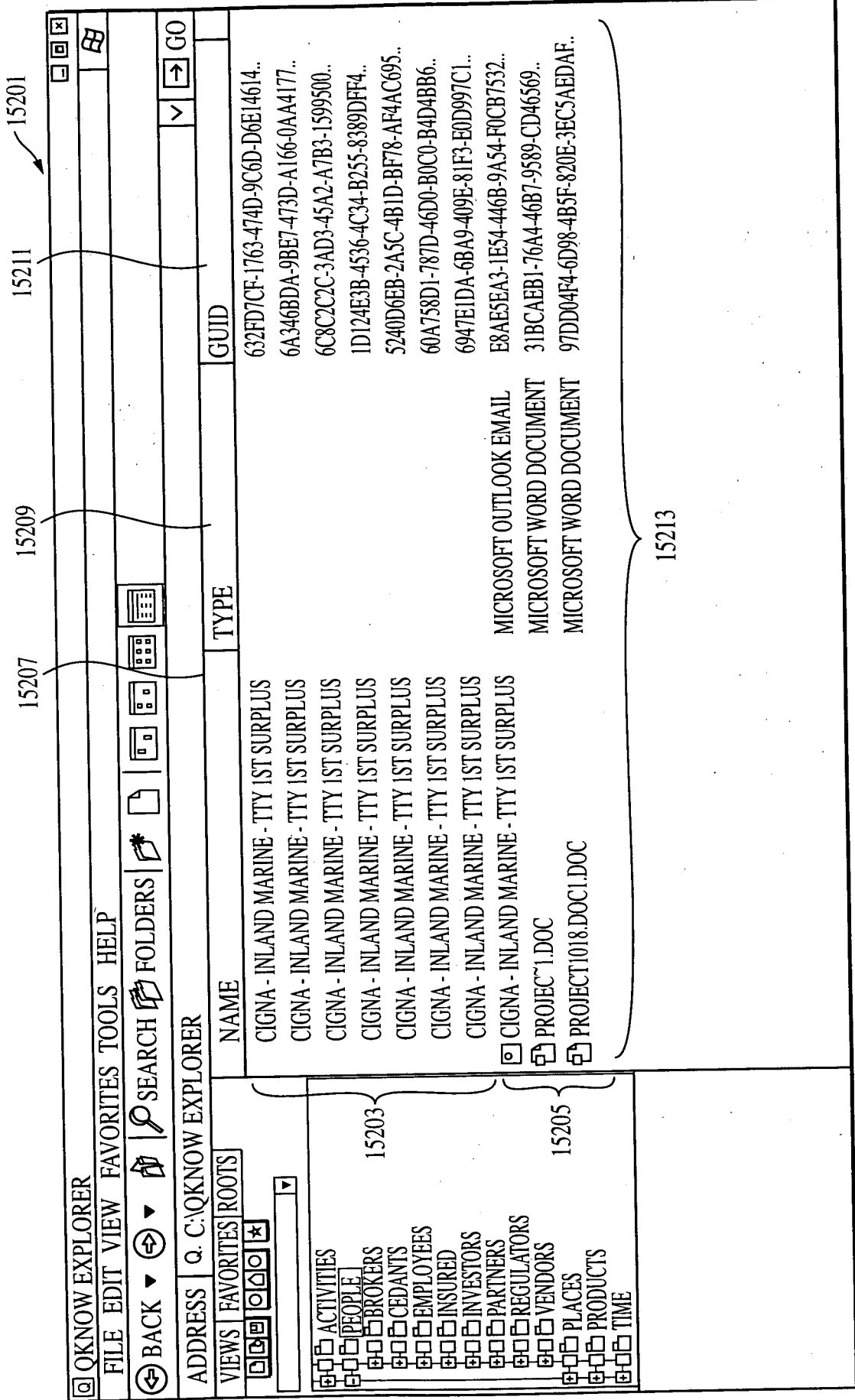


FIG. 152

15301

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW FILE CREATE ADD TO FORWARD DEMO

BACK KNOW ADDRESS OUTLOOK: DELETED ITEMS OK KNOW

RELATIONSHIPS

INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

VIEW FAVORITES ROOTS

PEOPLE BROKERS CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS MID WEST INC. PECULATIVE 2002

15305

15307

RECEIVED	SIZE	PROJEC..	PROJE..	VE...	CEDANT	ACT...
THU 7/9/2002 3:46 PM	30 KB	CIGNA...	1015			UND...
THU 7/4/2002 12:09 PM	30 KB	AMERL...	1014			CHUBB CLAIMS
MON 7/1/2002 10:48 AM	30 KB	CIGNA...	1013			CIGNA UND...
WED 6/26/2002 1:42 PM	30 KB	CIGNA...	1011			CIGNA
TUE 6/25/2002 5:05 PM	30 KB	CIGNA...	1010			CIGNA
MON 4/22/2002 9:03 AM	30 KB	TEST99..	1013			CHUBB CLAIMS
MON 4/22/2002 8:26 AM	30 KB	WILDM..	1013			ACCE... CLAIMS
WED 4/17/2002 9:41 AM	30 KB					
WED 4/17/2002 8:49 AM	30 KB					

FROM: CIGNA - AVIATION XL U/W YR 2002 COVER

SUBJECT: CIGNA - AVIATION XL U/W YR 2002 COVER

CC:

ATTACHMENTS CIGNA - AVIATION XL 2002.DOC

SEAN

HERE ARE THE RENEWAL OF THE 2001 AVIATION XL 2002 COVER. MOST OF THE TERMS REMAIN THE SAME AS LAST YEAR. TAKE A LOOK AND LET ME KNOW OF YOU ARE INTERESTED IN PARTICIPATING THIS YEAR.

RAGARDS

ROY@AON.COM

FIG. 153

FIG. 154

TYPE A QUESTION FOR HELP						
15501						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/9/20	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/16/2	
					7/19/2	
					7/29/2	

INPUT REQUESTED — 15511

REQUEST ANSWER

15517

FIG. 155B

FIG. 156

FIG. 156A

ACROSSWORKS MICROSOFT OUTLOOK										
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP										
Q KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ▼►										
◄ BACK ⇌ ◻ ADDRESS OUTLOOK:DELETED ITEMS\KNOW										
RELATIONSHIPS										
VIEWS	FAVORITES\ROOTS							PROJECTS	TASKS	CONTACTS
			Q.KNOW™ PROJECT NAME		PROJECT ID	U/W YEAR	CEDANT			
<input type="checkbox"/> PRUDENTIAL <input type="checkbox"/> SAIC <input type="checkbox"/> SKANDIA <input checked="" type="checkbox"/> EMPLOYEES <input checked="" type="checkbox"/> INSURED <input type="checkbox"/> ACCENTURE <input type="checkbox"/> BOEING <input type="checkbox"/> CHUBB <input checked="" type="checkbox"/> CIGNA <input type="checkbox"/> COMMERCIAL UNION <input type="checkbox"/> GLOBAL EXCESS <input type="checkbox"/> NY POST <input type="checkbox"/> PRUDENTIAL <input type="checkbox"/> SAIC <input type="checkbox"/> SKANDIA			YES CIGAN - PROPERTY TTY - PR 2000 YES CIGAN - PROPERTY TTY - PR 2000 YES CIGNA - AVIATION XL U/W YR 2002 COVER YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... YES CIGNA - EARTHQUAKE CAT XL 2002 REN... YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS YES CIGNA - PROPERTY - XL 2001 COVER YES CIGNA BURGLARY AND THEFT TTY XL-2002 YES GLOBAL EXCESS - ACCIDENT & HEALTH TTY... YES CIGNA BURGLARY AND THEFT TTY XL-2002 YES CIGNA - PROPERTY - XL 2001 COVER YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... YES CIGNA - EARTHQUAKE CAT XL 2002 REN... YES AMERICAN AIRLINES - LIABILITY XL 2ND LAYER YES CIGNA - AVIATION XL U/W R 2002 COVER YES PRODUCTS LIABILITY - TTY PR - QS 2001 YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS YES.		1002 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018	2000 2000 2002 2002 2002 2000 2001 2002 2001 2001 2002 2002 2002 2002 2002 2000	CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA GLOBAL... CIGNA CIGNA CIGNA CIGNA CHUBB CHUBB CIGNA CIGNA			
PEOPLE BROKERS.AON CEDANTS.CIGNA INSURED.CIGNA										
TIME UNDERWRITING YEAR.2002										
CEDANT BROKER INSURED UNDERWRITER WORKGROUP NOTIFY STATUS CONTACTS FORMS DOCUMENTS TASKS CALENDAR CIGNA AON CIGNA START TIME UNDERWRITING YEAR INCEPTION DATE EXPIRY DATE										

TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING			7/4/20	
	EXCESS OF LOSS	PENDING	AON		7/9/20	
		PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

PENDING

4/14/2002 12:00 AM

2002

TUESDAY, JANUARY 01, 2002

MONDAY, SEPTEMBER 30, 2002

FIG. 156B




	<div>  <div>DIVISION BRANCH LOCATION</div> </div>	REINSURANCE ▾	<div>  <div>CURRENCY EPI RATING FACTORS DEDUCTIBLE TERM</div> </div>
		MID WEST INC. ▾	
		▾	
	<div>  <div>PRODUCT TYPE PRODUCT CLASS</div> </div>	EXCESS OF LOSS ▾	
		BURGLARY AND THEFT ▾	

FIG. 156C

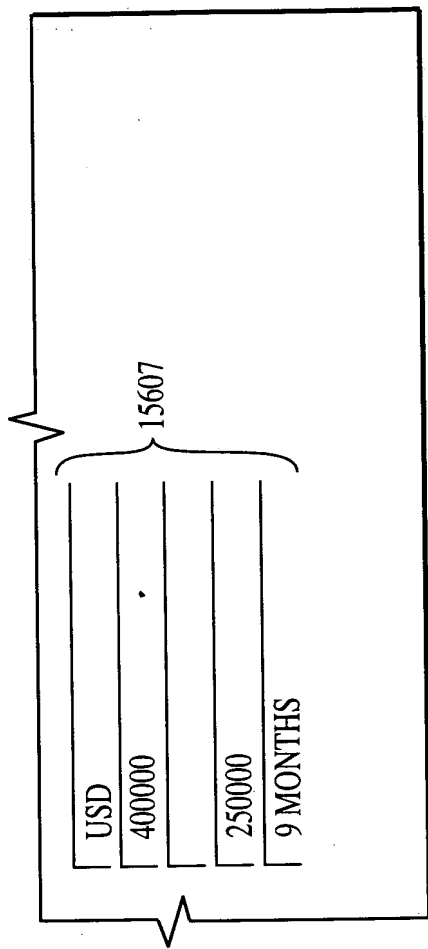


FIG. 156D

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

← BACK Q KNOW ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

QKNOW™

INBOX

PROJECTS

TASKS

CONTACTS

PROJECT NAME

CIGAN - PROPERTY TTY - PR 2000

CIGAN - PROPERTY TTY - PR 2000

CIGNA - AVIATION XL UW YR 2002 COVER

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

CIGNA - EARTHQUAKE CAT XL 2002 REN...

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - PROPERTY - XL 2001 COVER

CIGNA BURGLARY AND THEFT TTY XL - 2002

GLOBAL EXCESS - ACCIDENT & HEALTH TTY...

CIGNA BURGLARY AND THEFT TTY XL - 2002

CIGNA - PROPERTY - XL 2001 COVER

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

CIGNA - EARTHQUAKE CAT XL 2002 REN...

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

CIGNA - AVIATION XL UW R 2002 COVER

PRODUCTS LIABILITY - TTY PR - OS 2001

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

PROJECT ID

1002

1002

1003

1004

1005

1006

1007

1008

1009

1010

1011

1012

1013

1014

1015

1016

1017

1018

U/W YEAR

2000

2000

2002

2002

2002

2000

2001

2002

2001

2002

2002

2002

2002

2002

2002

2002

2000

2000

CEDANT

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

GLOBAL...

CIGNA

CIGNA

CIGNA

CIGNA

CHUBB

CHUBB

CIGNA

CIGNA

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

INSURED.CIGNA

TIME

UNDERWRITING YEAR.2002

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

ALL CEDANT WORKGROUP BROKER INSURED VENDORS 15709

QKNOW™ COMPANY BUSINESS PHONE PROJECT NAME

CLICK HERE TO ADD...

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 157A

FIG. 157B

FIG. 157

FIG. 157A

[illegible]

FIG. 157B

15801

TYPE A QUESTION FOR HELP ▾

15803

15805

CALENDAR		RESULTS			
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20
		PENDING	AON		7/4/20
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/9/20
		PENDING	AON		7/16/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2

15805

CONTRACT %

100% EPI

ATTACH POINT

EXCHANGE RATE

FIG. 158B

	OUR SHARE EPI	
	OVERRIDE %	
	TAXES %	
	CASH LOSS LIMIT	
	SLIDING SCALE COMMISSION MIN %	
	PREMIUM PORTFOLIO %	
	PREMIUM RESERVES %	
	SETTLEMENT DAYS	

FIG. 158C

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

⇌ BACK ⇌ □ ▾ ADDRESS | OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS | FAVORITES | ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE
BROKERS.AON
CEDANT'S.CIGNA
INSURED.CIGNA

TIME
UNDERWRITING YEAR.2002

INBOX

PROJECTS

TASKS

CONTACTS

Q.KNOW™

PROJECT NAME

PROJECT ID

U/W YEAR

CEDANT

YES

CIGNA - PROPERTY TTY - PR 2000

1002

2000

CIGNA

YES

CIGNA - PROPERTY TTY - PR 2000

1002

2000

CIGNA

YES

CIGNA - AVIATION XL U/W YR 2002 COVER

1003

2002

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1004

2002

CIGNA

YES

CIGNA - EARTHQUAKE CAT XL 2002 REN...

1005

2002

CIGNA

YES

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

1006

2000

CIGNA

YES

CIGNA - PROPERTY - XL 2001 COVER

1007

2001

CIGNA

YES

CIGNA BURGLARY AND THEFT TTY XL - 2002

1008

2002

CIGNA

YES

GLOBAL EXCESS - ACCIDENT & HEALTH TTY...

1009

2001

GLOBAL...

YES

CIGNA BURGLARY AND THEFT TTY XL - 2002

1010

2002

CIGNA

YES

CIGNA - PROPERTY - XL 2001 COVER

1011

2001

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1012

2002

CIGNA

YES

CIGNA - EARTHQUAKE CAT XL 2002 REN...

1013

2002

CIGNA

YES

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

1014

2002

CHUBB

YES

CIGNA - AVIATION XL U/W R 2002 COVER

1015

2002

CHUBB

YES

PRODUCTS LIABILITY - TTY PR - QS 2001

1016

2002

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1017

2000

CIGNA

YES

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

1018

2000

CIGNA

SUMMARY

STATUS

CONTACT

FORMS

DOCUMENTS

TASKS

CALENDAR

SUMMARY

NAME

OUTLOOK EMAIL

WORD DOCUM...

CIGNA BURGLARY AND T...

PROJECT008.DOC1.DOC

FIG. 159A

FIG. 159B

FIG. 159

FIG. 159A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

⇐ BACK ⇨ □ ▾ ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

Q.KNOW™

INBOX

PROJECTS

TASKS

CONTACTS

PROJECT NAME

PROJECT ID

U/W YEAR

CEDANT

YES

CIGNA - PROPERTY TTY - PR 2000

1002

2000

CIGNA

YES

CIGNA - PROPERTY TTY - PR 2000

1002

2000

CIGNA

YES

CIGNA - AVIATION XL U/W YR 2002 COVER

1003

2002

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1004

2002

CIGNA

YES

CIGNA - EARTHQUAKE CAT XL 2002 REN...

1005

2002

CIGNA

YES

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

1006

2000

CIGNA

YES

CIGNA - PROPERTY - XL 2001 COVER

1007

2001

CIGNA

YES

CIGNA BURGLARY AND THEFT TTY XL - 2002

1008

2002

CIGNA

YES

GLOBAL EXCESS - ACCIDENT & HEALTH TTY...

1009

2001

GLOBAL...

YES

CIGNA BURGLARY AND THEFT TTY XL - 2002

1010

2002

CIGNA

YES

CIGNA - PROPERTY - XL 2001 COVER

1011

2001

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1012

2002

CIGNA

YES

CIGNA - EARTHQUAKE CAT XL 2002 REN...

1013

2002

CIGNA

YES

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

1014

2002

CHUBB

YES

CIGNA - AVIATION XL U/W R 2002 COVER

1015

2002

CHUBB

YES

PRODUCTS LIABILITY - TTY PR - QS 2001

1016

2002

CIGNA

YES

CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

1017

2002

CIGNA

YES

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

1018

2000

CIGNA

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

INSURED.CIGNA

TIME

UNDERWRITING YEAR.2002

SUMMARY

STATUS

CONTACTS

FORMS

DOCUMENTS

TASKS

CALENDAR

Q.KNOW™

SUBJECT

DUE DATE

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 160A

FIG. 160B

FIG. 160

FIG. 160A

TYPE A QUESTION FOR HELP

16001

16003

CALENDAR

RESULTS

PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LASTMO
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20
		PENDING	AON	CIGNA	7/9/20
		PENDING	AON	CIGNA	7/16/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2

16005

PROJECT NAME	PROJ...	VENDOR	ACTI...	CE...

FIG. 160B

[illegible]

FIG. 161B

[illegible]

		U
		V
		W
		X
		Y
		Z
<p>CIGNA FELIX 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: FELIX@CIGNA.COM</p> <p>CIGNA JANE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JANE@CIGNA.COM</p> <p>CIGNA JEFF 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JEFF@CIGNA.COM</p> <p>CIGNA JOHN 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOHN@CIGNA.COM</p> <p>CIGNA JOSE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOSE@CIGNA.COM</p>	<p>GLOBAL EXCESS JUAN 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: JUAN@GLOBALEXCE...</p> <p>PRUDENTIAL ALEX 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: ALEX@PRUDENTIAL...</p> <p>PRUDENTIAL CARLOS 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: CARLOS@PRUDENTIA...</p> <p>PRUDENTIAL GRAHAM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: GRAHAM@PRUDENTI...</p> <p>PRUDENTIAL JIM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: JIM@PRUDENTIAL.COM</p>	16303

FIG. 163B

16401

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

16403

16215

TYPE A QUESTION FOR HELP ▶

GO

GO

GO

BACK ⇌ ◻ ADDRESS

OUTLOOK:DELETED ITEMS\QKNOW

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

RELATIONSHIPS

FAVORITES\ROOTS

TUESDAY, JULY 30

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

4 AM

5 00

6 00

7 00

8 00

9 00

10 00

11 00

12 PM

1 00

2 00

3 00

4 00

5 00

6 00

7 00

8 00

9 00

10 00

11 00

SEPTEMBER 2002

OCTOBER 2002

SMTWTFS

SMTWTFS

1 2 3 4 5 6

1 2 3 4 5

7 8 9 10 11 12 13

6 7 8 9 10 11 12

14 15 16 17 18 19 20

13 14 15 16 17 18 19

21 22 23 24 25 26 27

20 21 22 23 24 25 26

28 29 ◻ 31

27 28 29 30 31 1 2

29 30

3 4 5 6 7 8 9

TASKPAD

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 164

16501

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

← BACK ⇄ □ ▾ ADDRESS OUTLOOK:DELETED ITEMS\QKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

16505

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP ▾

16217

GO

RESULTS

CALENDAR

CONTACTS

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16503

FIG. 165

16601

16605

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

◀ BACK ⇄ ◻ ▶ ADDRESS OUTLOOK:DELETED ITEMS\OKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

◻ ◻ ◻ ◻ ◻ ◻ ◻

MARINE

PROPERTY

CIGNA

CFO

AON

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP ▶

16217

▶ GO ◻ ◻

◻ INBOX ◻ PROJECTS ◻ TASKS ◻ CONTACTS ◻ CALENDAR ◻ RESULTS

Q KNOW™ TYPE PROJECT NAME PROJECT ID CEDANT NAME/DESCRIPTIONS DATE

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16603

FIG. 166

16701

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16703

FIG. 167

16801

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK RELATIO

VIEW FAVORITES

FILE/NEW PROJECT

DELETED ITEMS

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

GO

VIEW	FAVORITES	FILE/NEW PROJECT	DELETED ITEMS	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS
JOHNS VIEW	16807	16811	16805	16803				
PEOPLE	PEOPLE.BROKERS	CECANT'S CHUBB	PARTNERS.ACCENTURE	PLACES	REINSURANCE.MID WEST INC.			
FROM:	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER							
SUBJECT:	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER							
CC:	MARK@ABCRE.COM							
ATTACHMENTS	AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC							
PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.								
THANKS								
BOB@WILLIS.COM								

FIG. 168

16901

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶▶

◀ BACK ▶ ADDRESS OUTLOOK: DELETED ITEMS KNOW

RELATIONSHIPS

VIEW FAVORITES ROOTS

JOHNS VIEW

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

!Q KNOW™

FROM

SUBJECT

RECEIVED

SIZE

PROJEC..

PROJE..

VE...

CEDANT/ACTI...

16807

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

THU 7/4/2002 12:09 PM

30 KB

AMERL...

1014

CHUBB CLAIMS

16807

CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL

MON 7/1/2002 10:48 AM

30 KB

CIGNA...

1013

CIGNA UND...

16807

CIGNA - PROPERTY - XL 2001 COVER

WED 6/26/2002 1:42 PM

30 KB

CIGNA...

1011

CIGNA

16807

CIGNA BURGULARY AND THEFT TTY XL - 2002

TUE 6/25/2002 5:05 PM

30 KB

CIGNA...

1010

CIGNA

16905

CHOOSE PROJECT TYPE...

002 9:03 AM 30 KB TEST99..

1013

CHUBB CLAIMS

16907

TEMPLATES:

002 8:26 AM 30 KB WILDM..

1013

CHUBB CLAIMS

16903

002 9:41 AM 30 KB

ACCE... CLAIMS

16909

002 8:49 AM 30 KB

PEOPLE

PEOPLE.BROKERS

CEDANTS.CHUBB

PARTNERS.ACCEUTURE

PLACES

REINSURANCE.MID WEST INC.

PROJECT ID: 1019

NAME

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

NEXT

CANCEL

HELP

CC: MARK@ABCRC.COM

ATTACHMENTS

AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC

PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.

THANKS

BOB@WILLIS.COM

FIG. 169

17001

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶

◀ BACK ▶ ADDRESS OUTLOOK:DELETED ITEMS\KNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

JOHNS VIEW

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

16807

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

THU 7/4/2002 12:09 PM

30 KB AMERL...

1014

CHUBB CLAIMS

17005

CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL

MON 7/1/2002 10:48 AM

30 KB CIGNA...

1013

CIGNA UND...

17007

CIGNA - PROPERTY - XL 2001 COVER

WED 6/26/2002 1:42 PM

30 KB CIGNA...

1011

CIGNA

17009

CIGNA BURGULARY AND THEFT TTY XL-2002

TUE 6/25/2002 5:05 PM

30 KB CIGNA...

1010

CIGNA

17011

TEST99.. 1013

WILDM.. 1013

CHUBB CLAIMS

17013

ACCE... CLAIMS

17015

END YOU THE ENTIRE PROPOSAL..

SELECT PROJECT PROPERTIES...

PROJECT SUMMARY

CEDANT CHUBB

BROKER AON

INSURED CIGNA

UNDERWRITER

STATUS PENDING

START TIME 7/30/2002 12:00 AM

UNDERWRITING YEAR

INCEPTION DATE TUESDAY, JULY 30, 2002

EXPIRY DATE TUESDAY, JULY 30, 2002

CURRENCY

EPI

RATING FACTORS

DEDUCTIBLE

TERM

WORKGROUP NOTIFY

DIVISION REINSURANCE

BRANCH MID WEST INC.

LOCATION

PRODUCT TYPE

PRODUCT CLASS

PUBLISH

LATER

TO WORKGROUP

BACK

FINISH

CANCEL

FIG. 170

ACROSSWORKS MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶▶									
◀ BACK ▶ ◀ ADDRESS OUTLOOK: DELETED ITEMS OK NOW									
RELATIONSHIPS		INBOX		PROJECTS		TASKS		CONTACTS	
VIEWS FAVORITES ROOTS		Q KNOW™		FROM		SUBJECT		RECEIVED	
16807 ◊ JOHNS VIEW		<input checked="" type="checkbox"/> @ BOB@WILLIS.COM <input checked="" type="checkbox"/> @ GREG@AON.COM <input checked="" type="checkbox"/> @ GREG@AON.COM <input checked="" type="checkbox"/> @ DAVE (DAVE@AON.COM)		AMERICAN AIRLINES - LIABILITY XL 2ND LAYER CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL CIGNA - PROPERTY - XL 2001 COVER CIGNA BURGULARY AND THEFT TTY XL - 2002		THU 7/4/2002 12:09 PM MON 7/1/2002 10:48 AM WED 6/26/2002 1:42 PM TUE 6/25/2002 5:05 PM		30 KB AMERL... 30 KB CIGNA... 30 KB CIGNA... 30 KB CIGNA...	
◊ SELECT PROJECT PROPERTIES...									
PROJECT SUMMARY									
CEDANT BROKER INSURED UNDERWRITER		CHUBB AON CIGNA		<input type="checkbox"/> STATUS <input checked="" type="checkbox"/> WORKGROUP CHOOSER		PENDING 7/30/2002 12:00 AM		CHUBB CLAIMS ACCE... CLAIMS 17003	
WORKGROUP DIVISION BRANCH LOCATION		NO REIN MID LOCATION		<input checked="" type="checkbox"/> SEAN@ACME.COM <input checked="" type="checkbox"/> ENGEL@ACME.COM <input checked="" type="checkbox"/> MARK@ACME.COM <input checked="" type="checkbox"/> CARL@ACME.COM		TUESDAY, JULY 30, 2002 TUESDAY, JULY 30, 2002		CHUBB CLAIMS ACCE... CLAIMS 17003	
PRODUCT TYPE PRODUCT CLASS		REINSURANCE.MID WEST		FACTORS TITLE 17103		TUESDAY, JULY 30, 2002 TUESDAY, JULY 30, 2002		CHUBB CLAIMS ACCE... CLAIMS 17003	
PUBLISH LATER									
BACK FINISH CANCEL									

FIG. 171

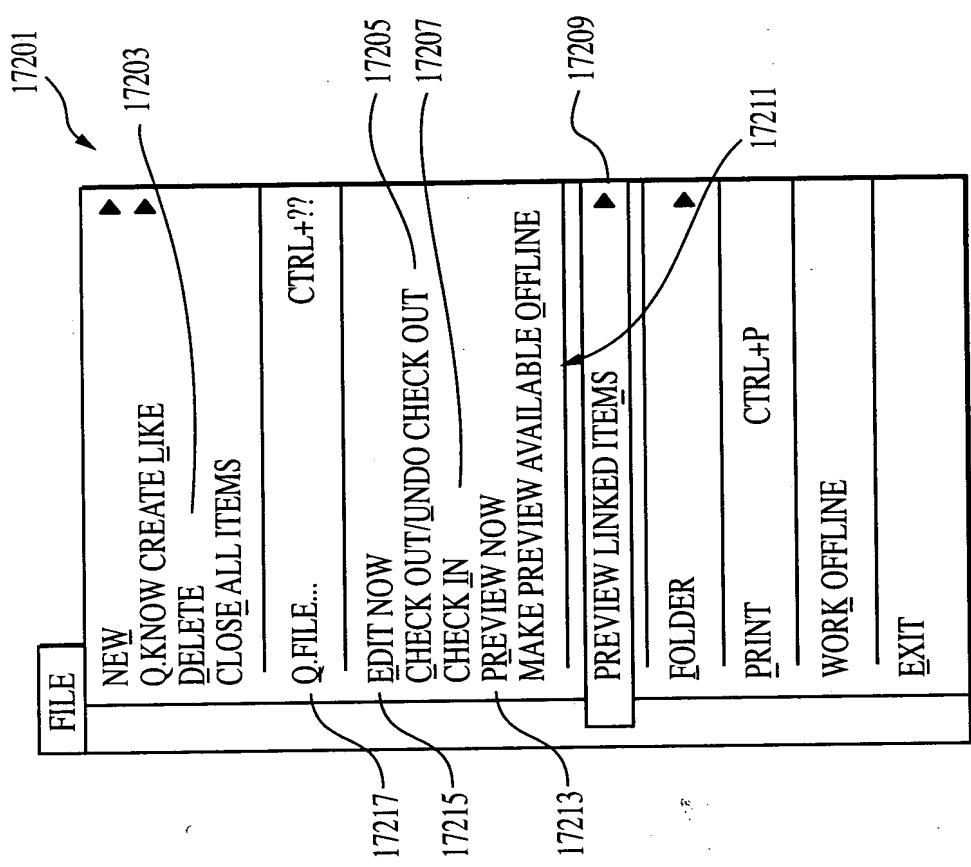


FIG. 172

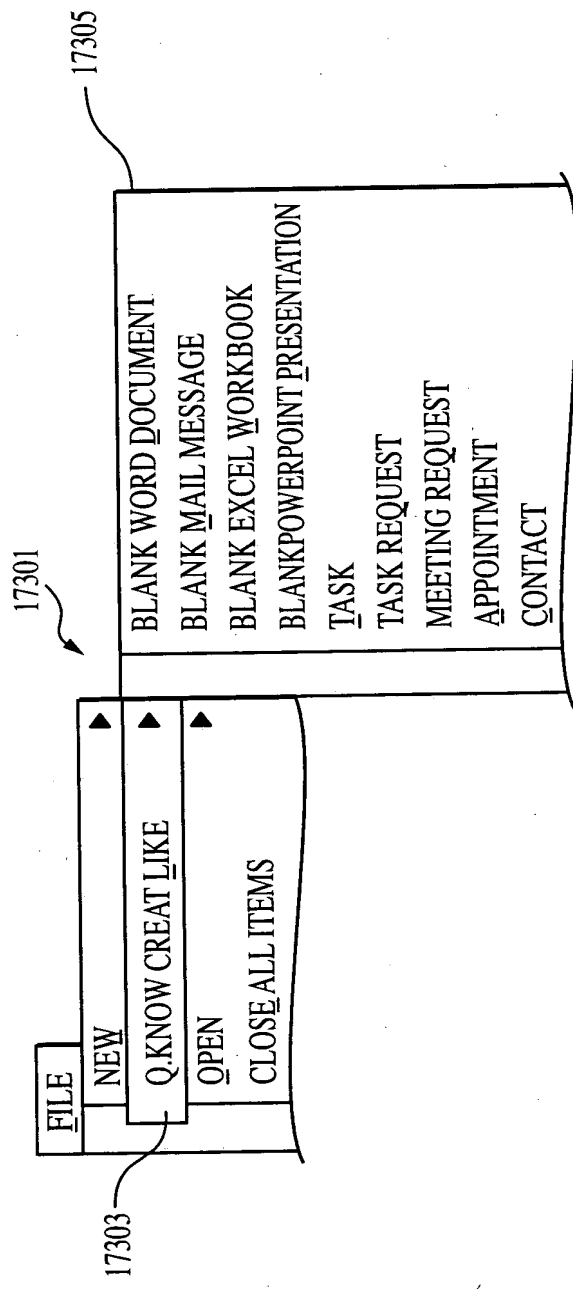


FIG. 173

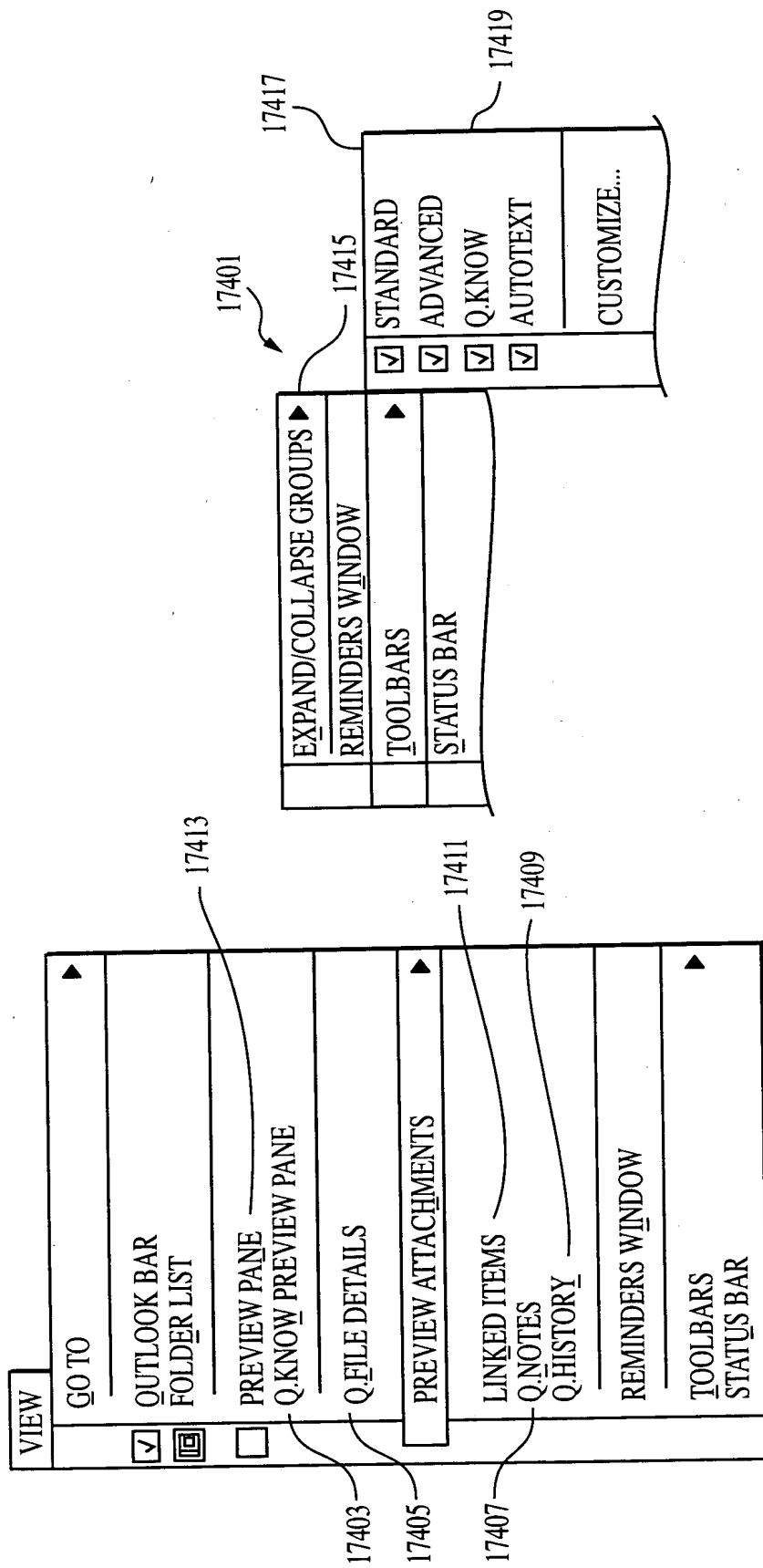


FIG. 174

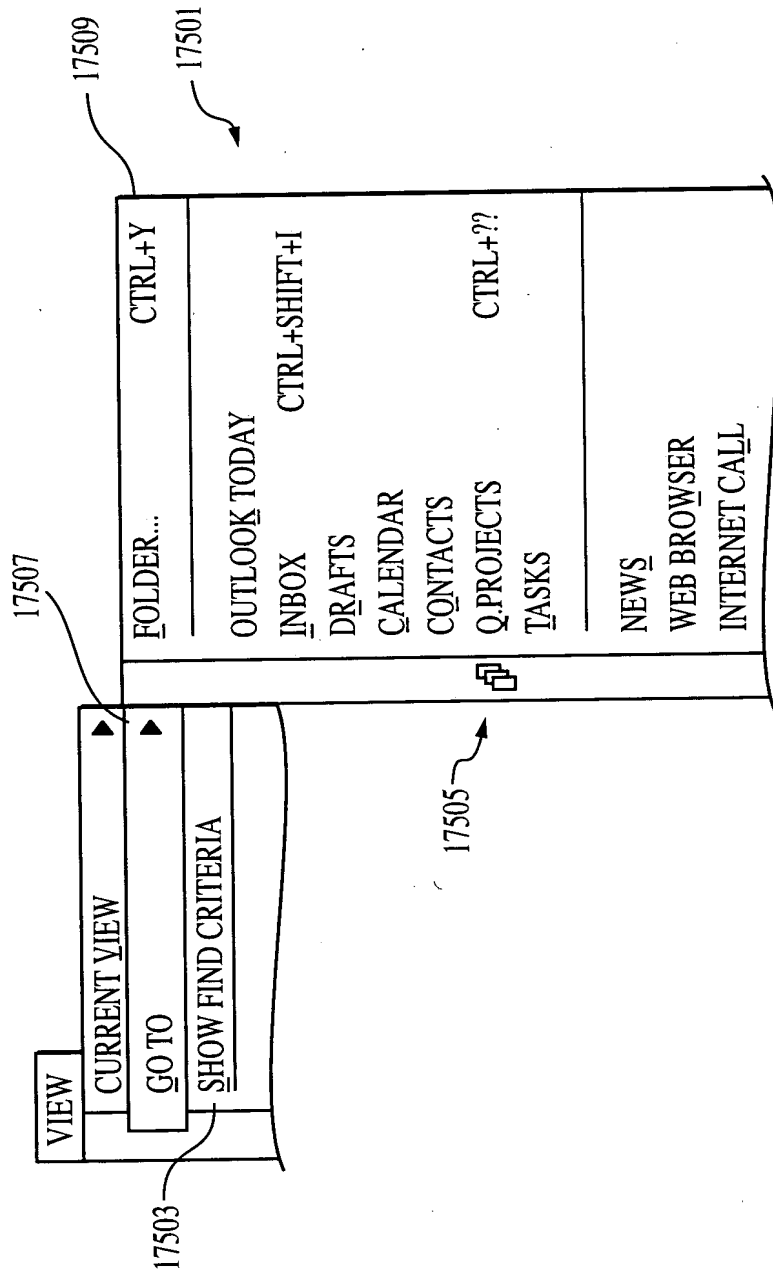


FIG. 175

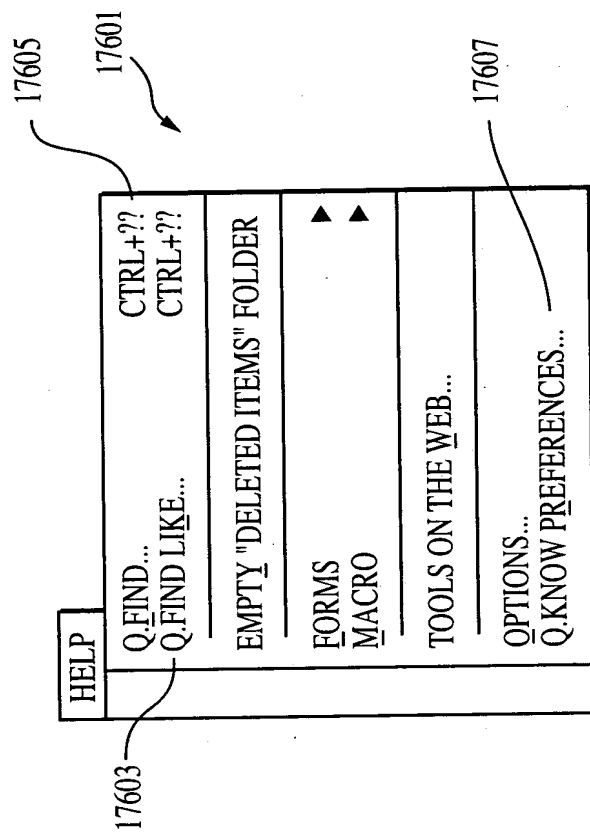


FIG. 176

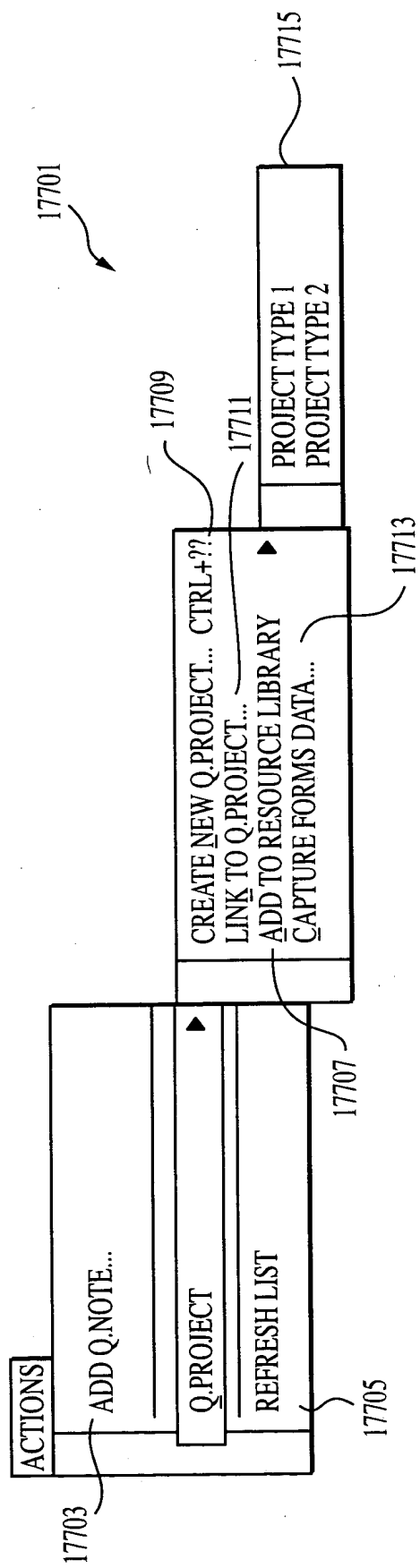


FIG. 177

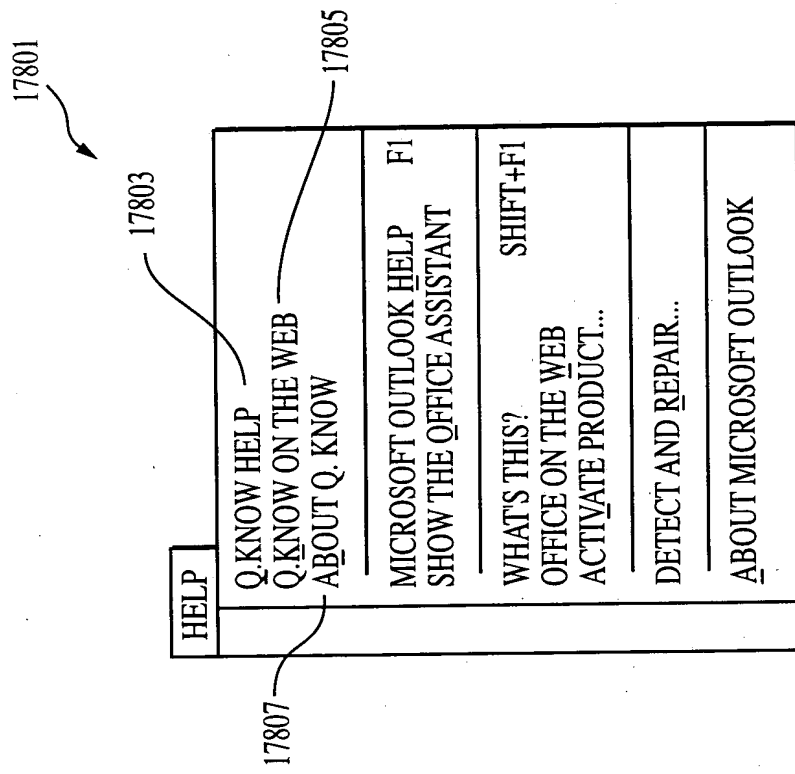


FIG. 178

17901

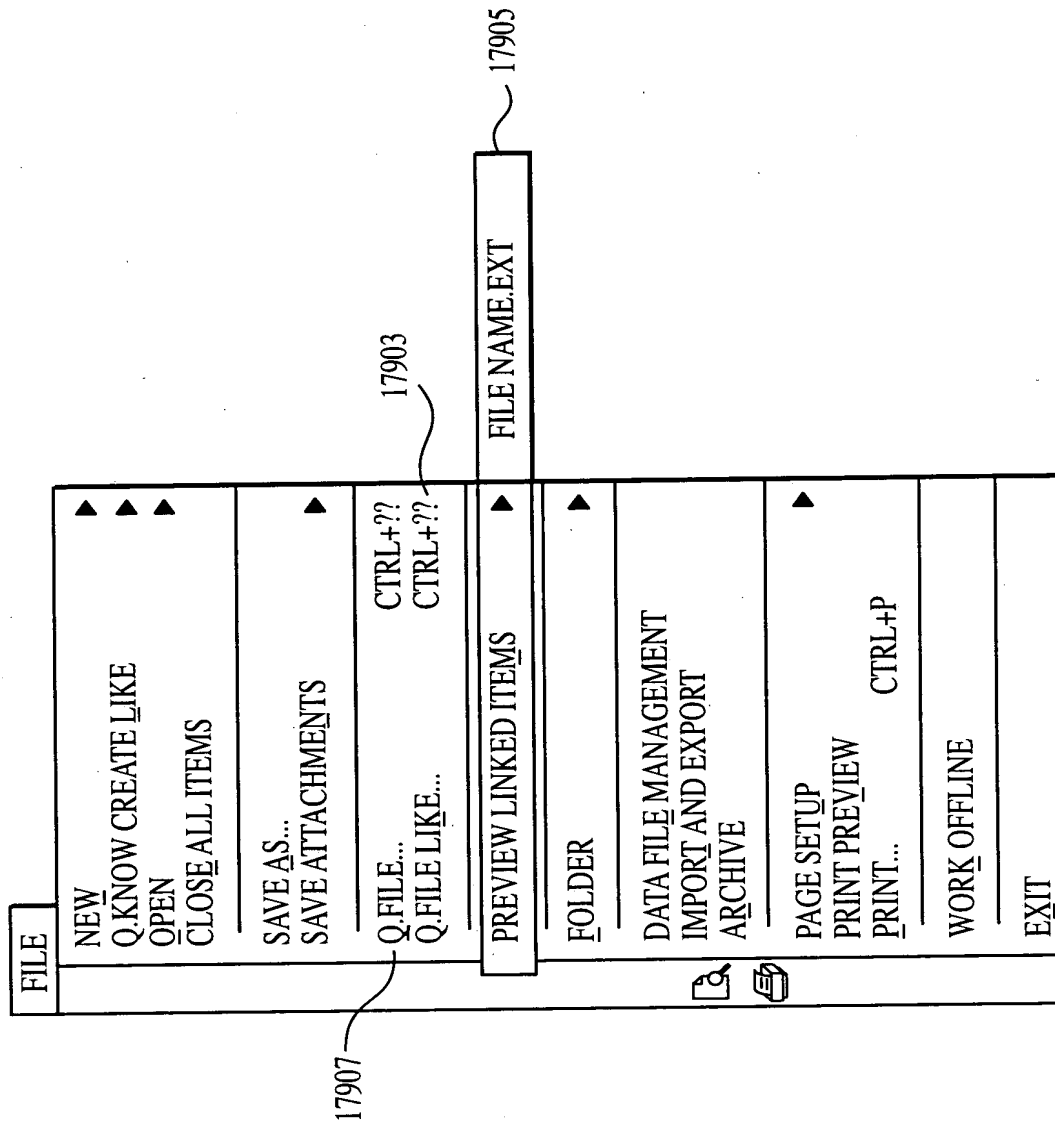


FIG. 179

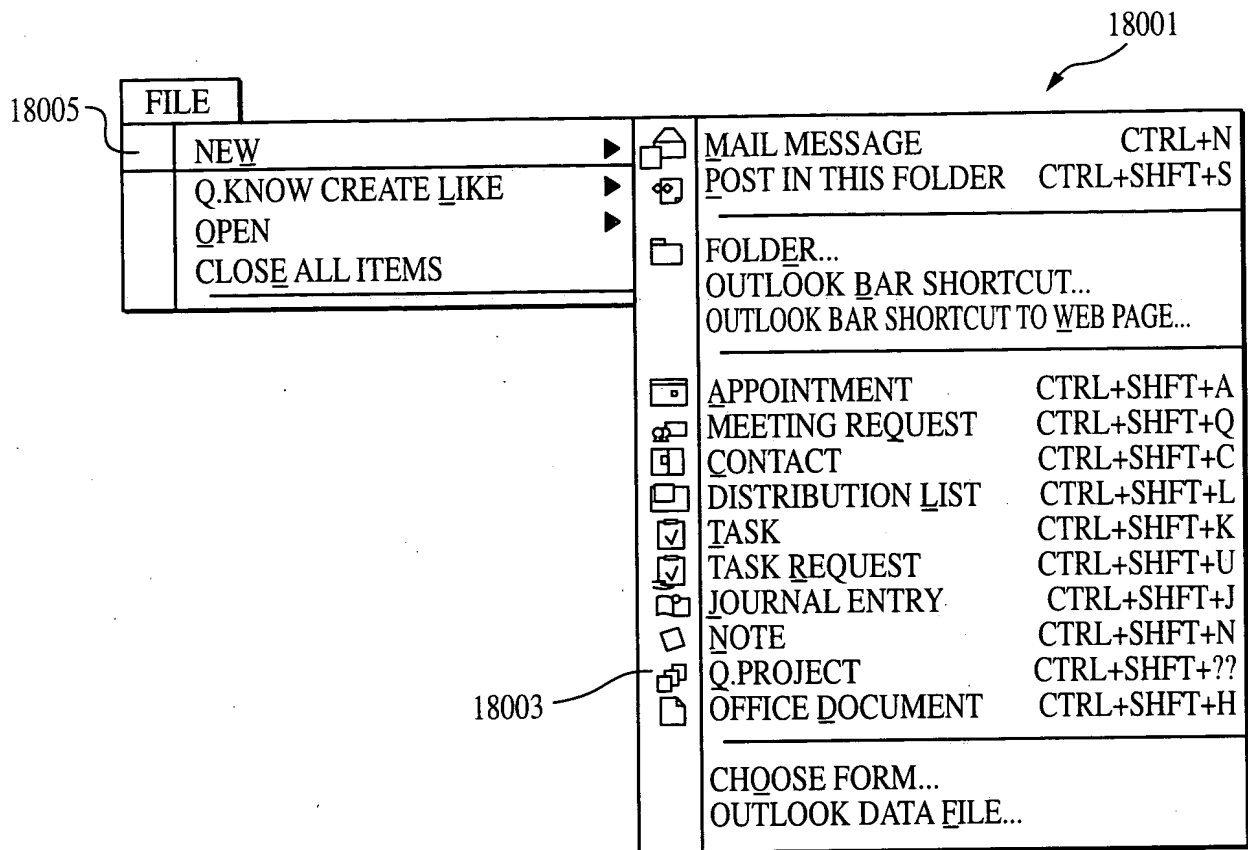


FIG. 180

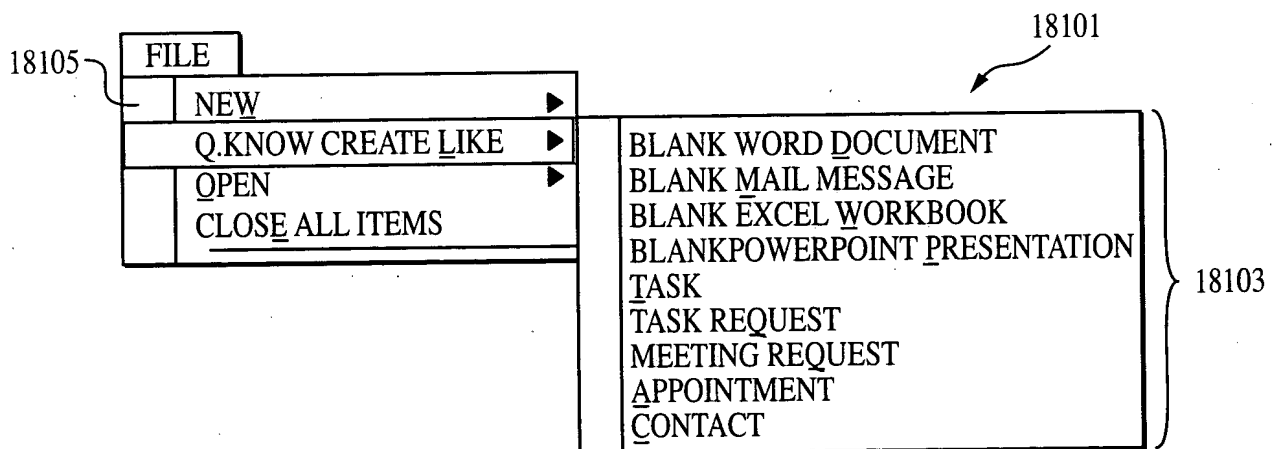


FIG. 181

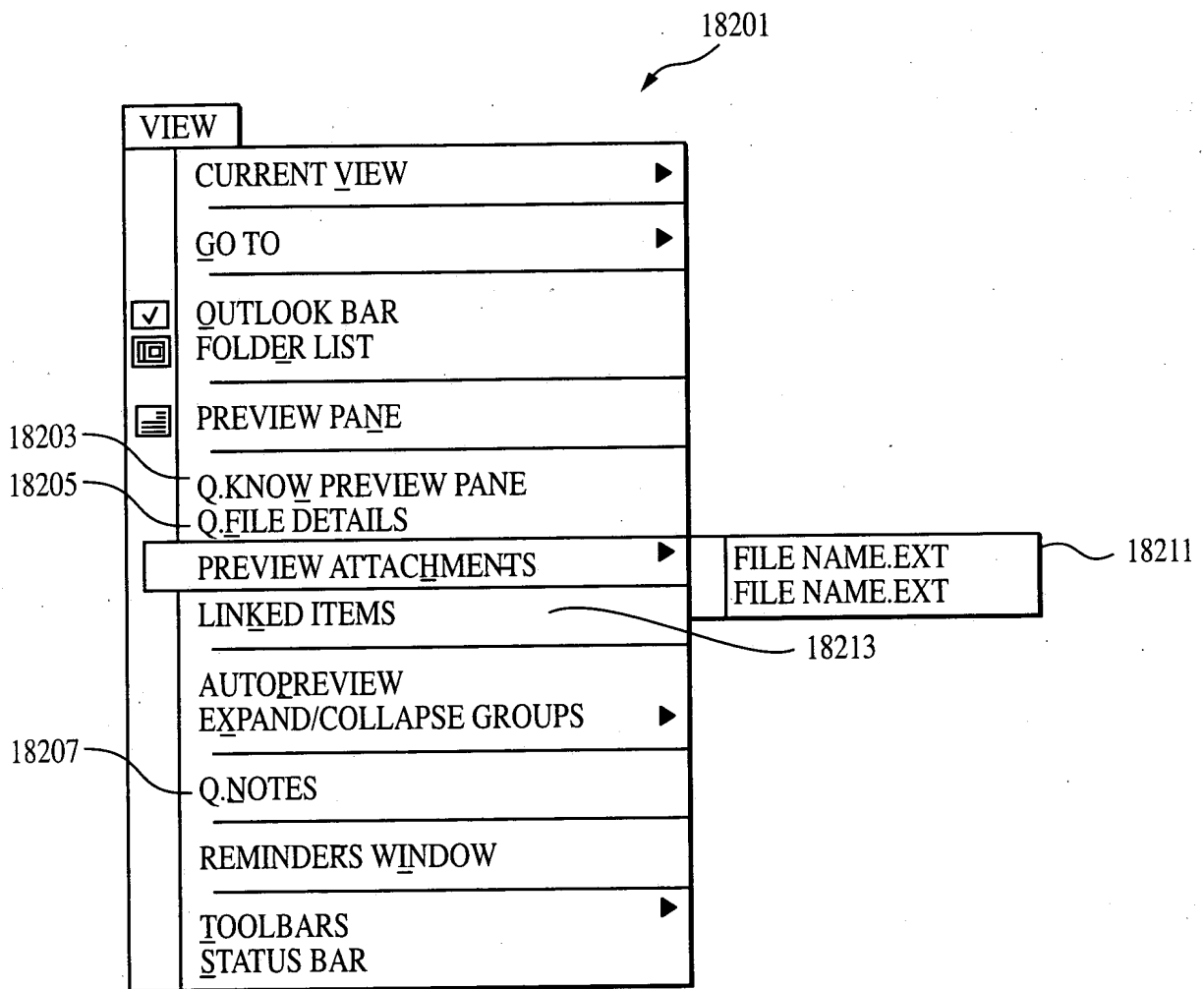


FIG. 182

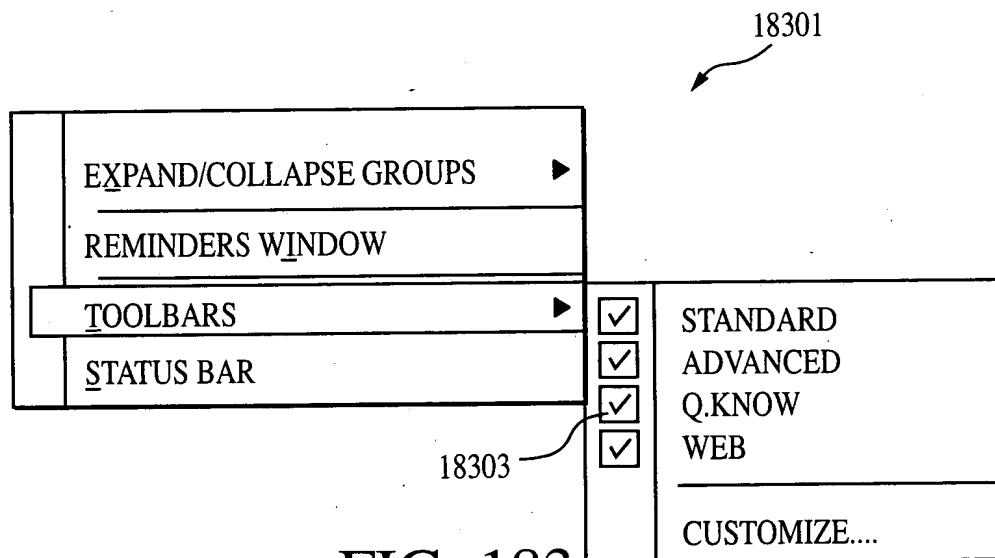


FIG. 183

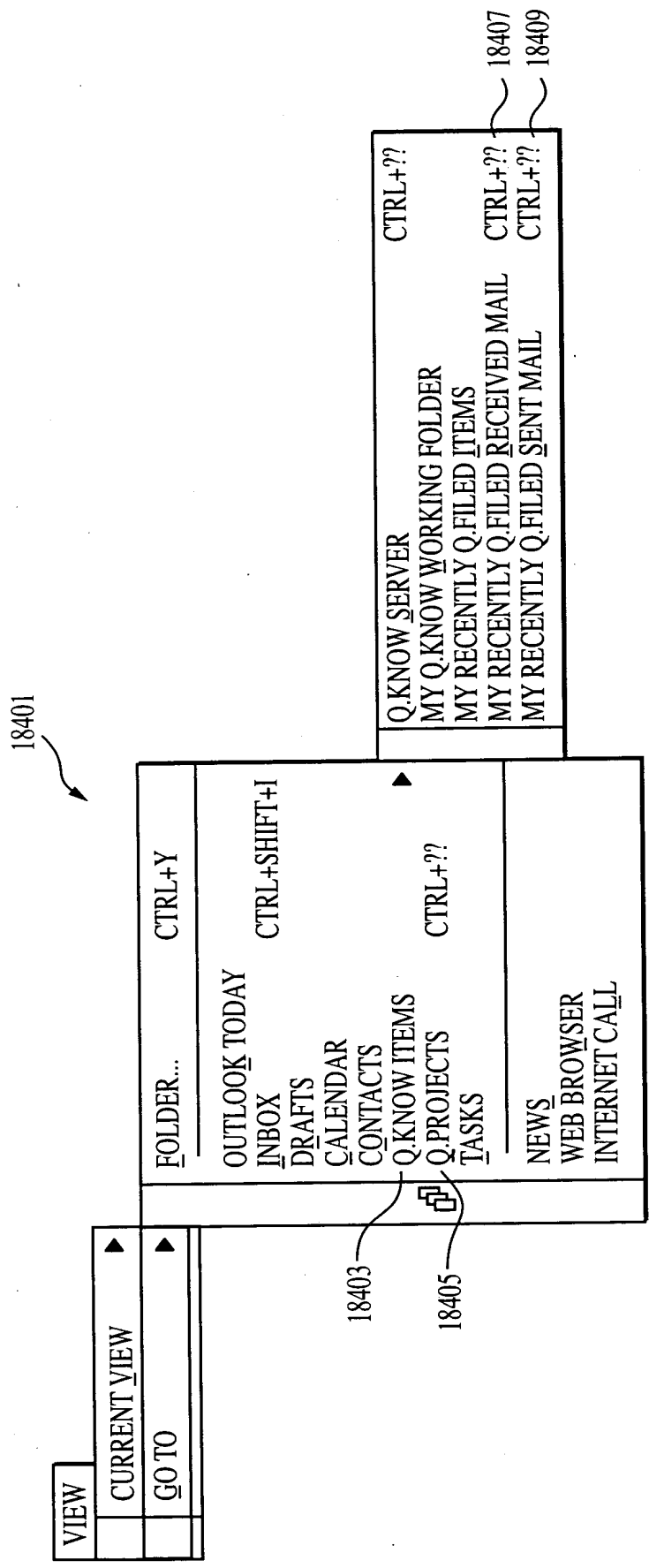


FIG. 184

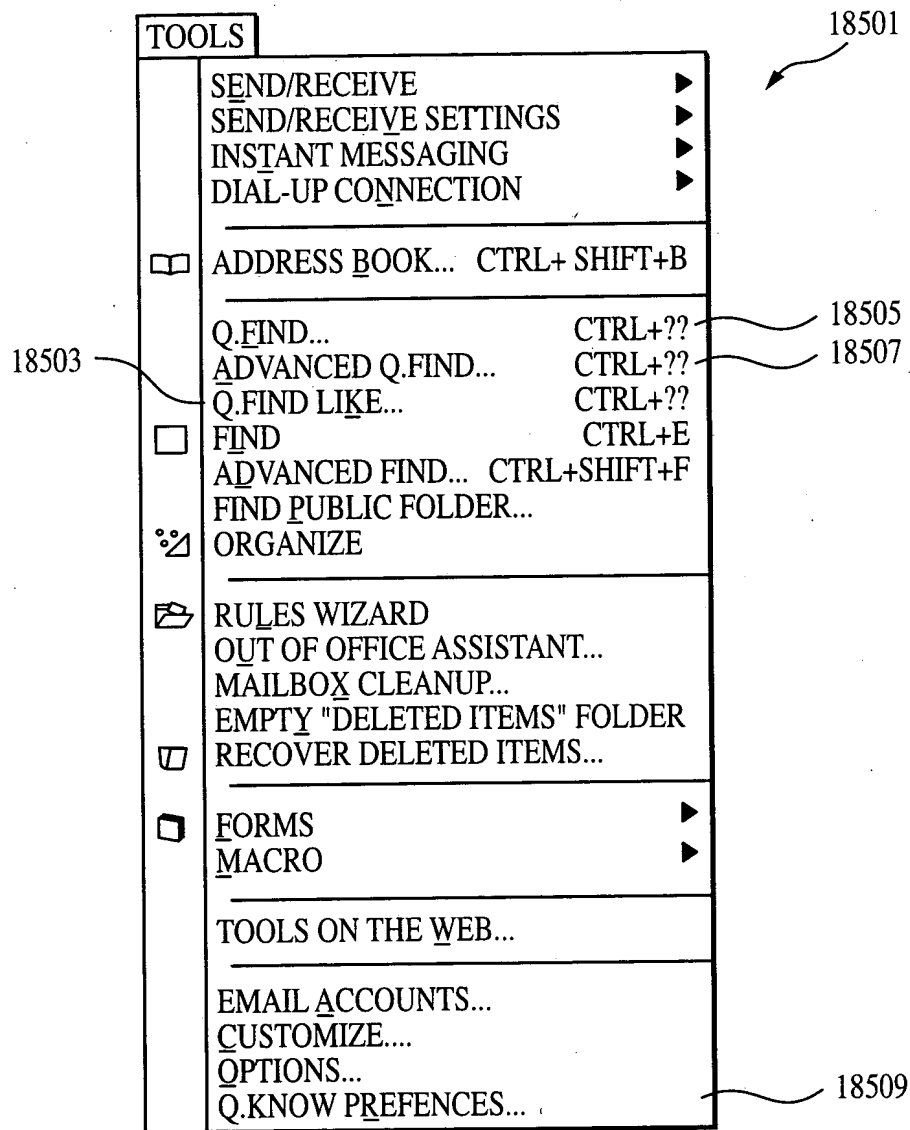


FIG. 185

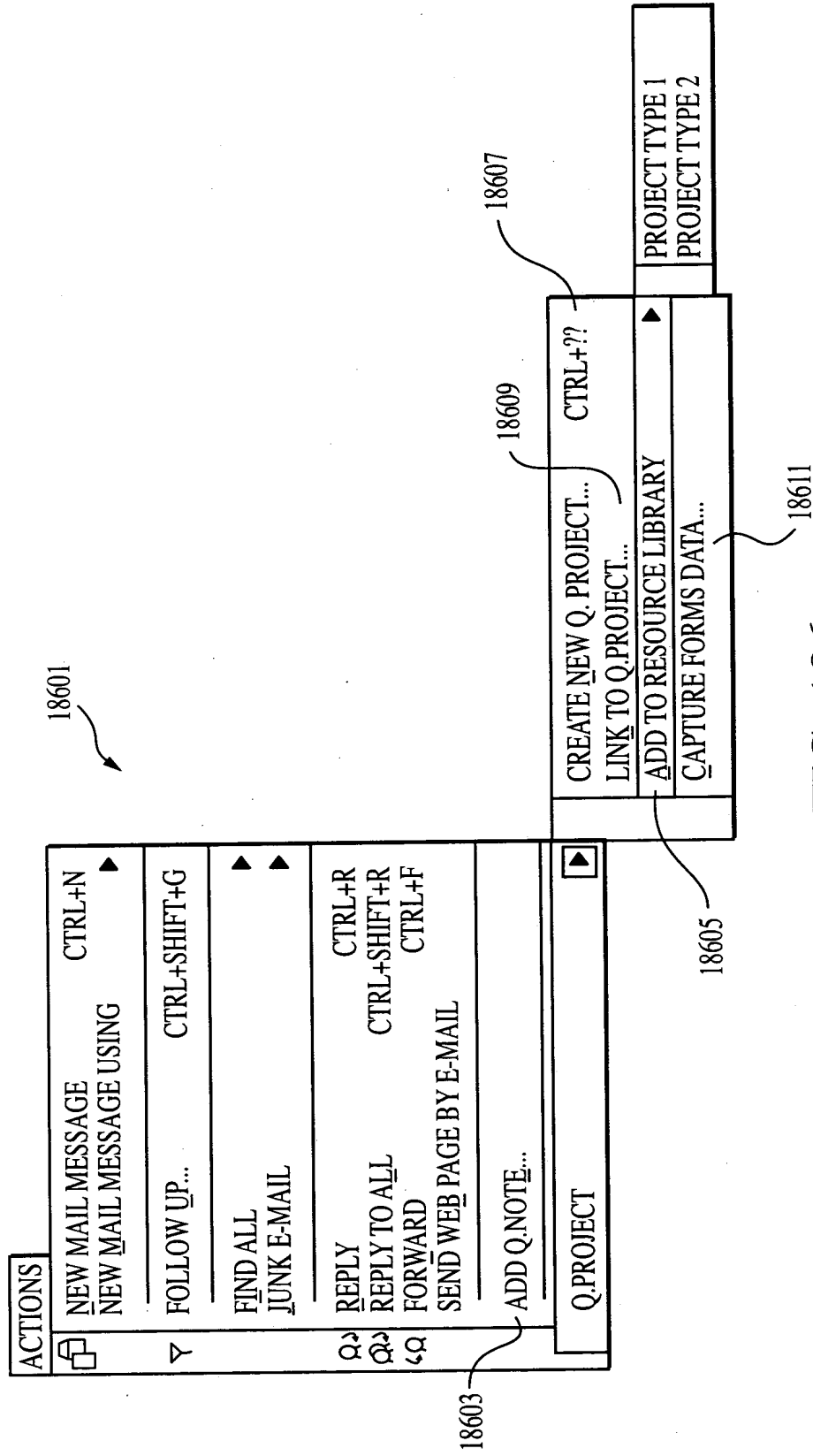


FIG. 186

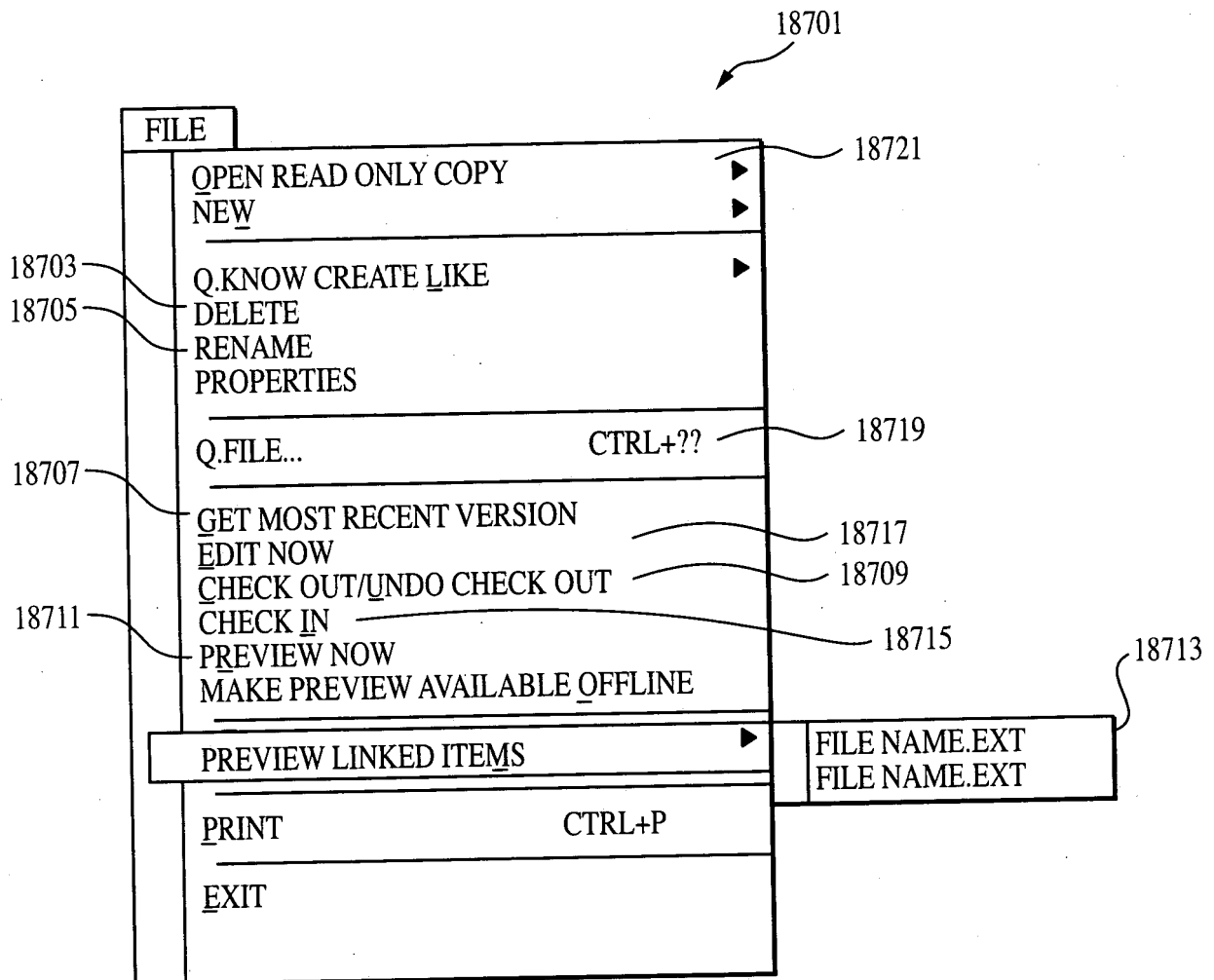


FIG. 187

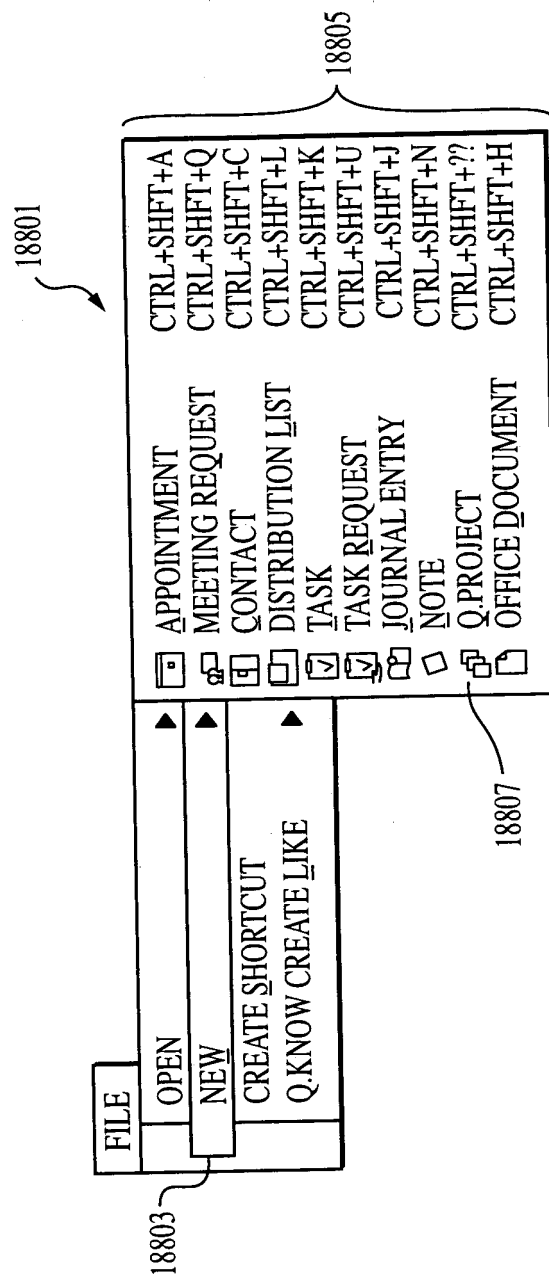


FIG. 188

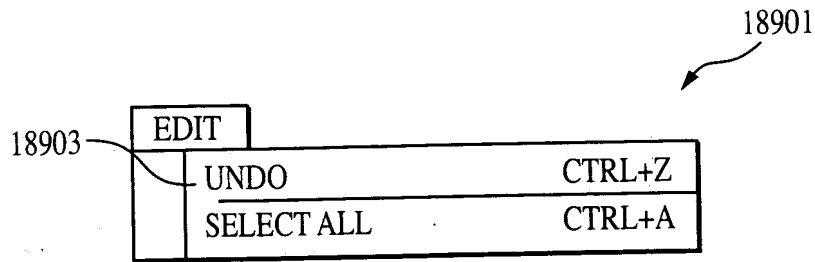


FIG. 189

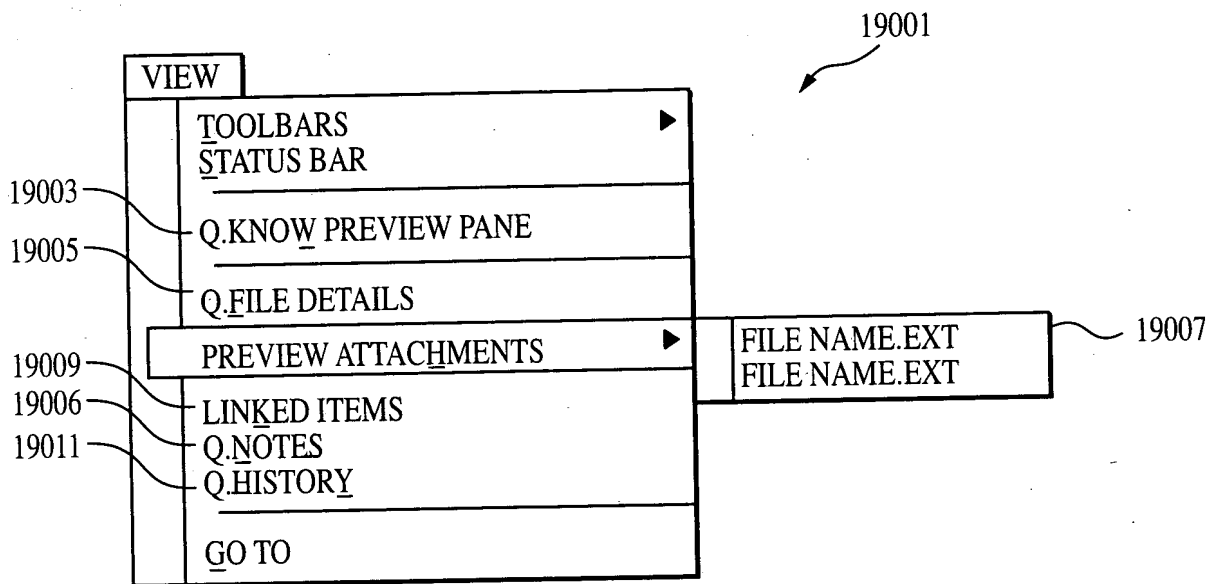


FIG. 190

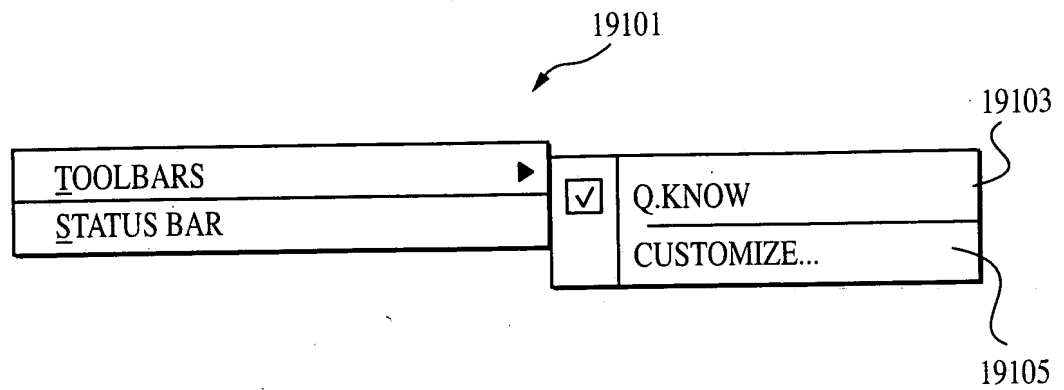


FIG. 191

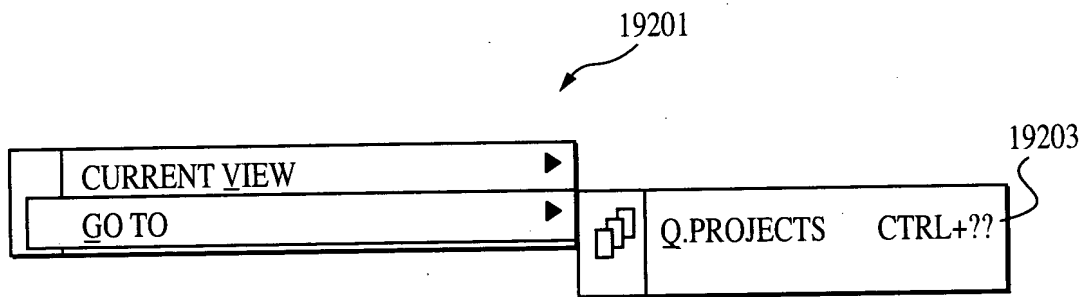


FIG. 192

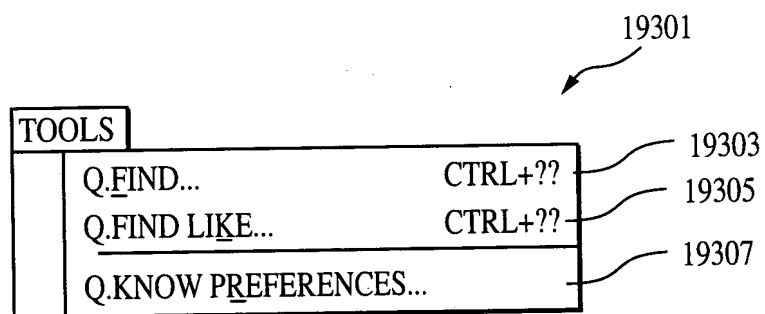


FIG. 193

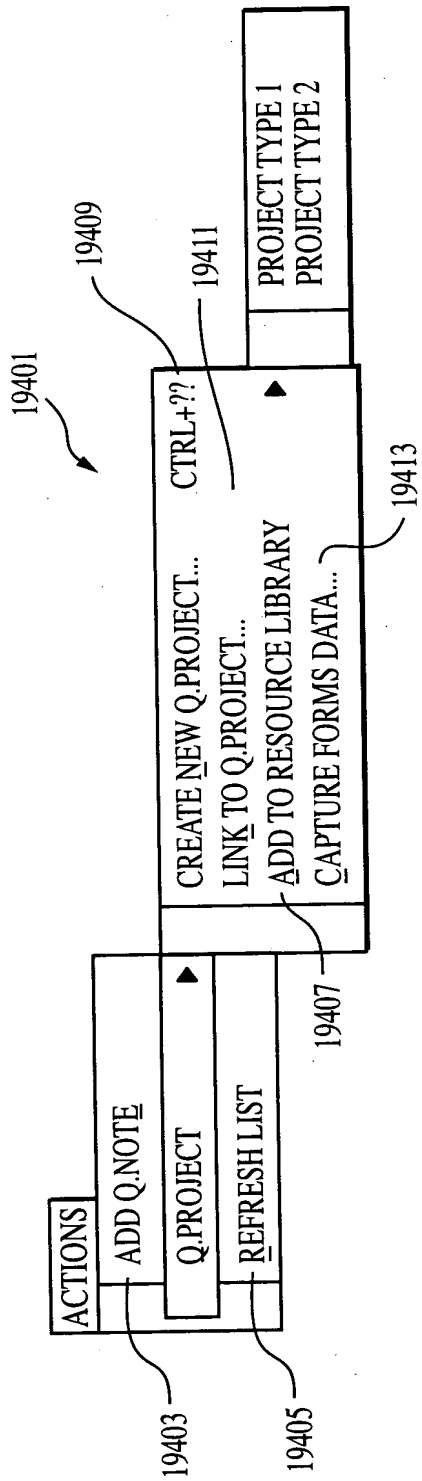


FIG. 194

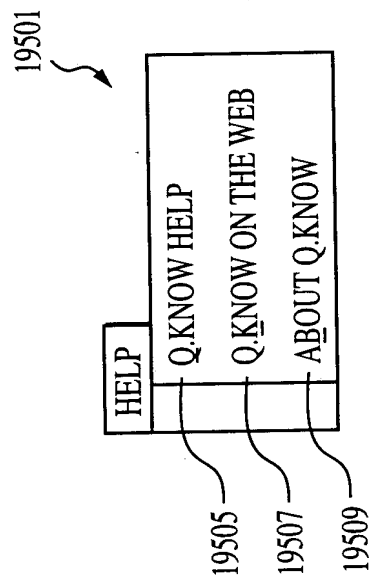


FIG. 195

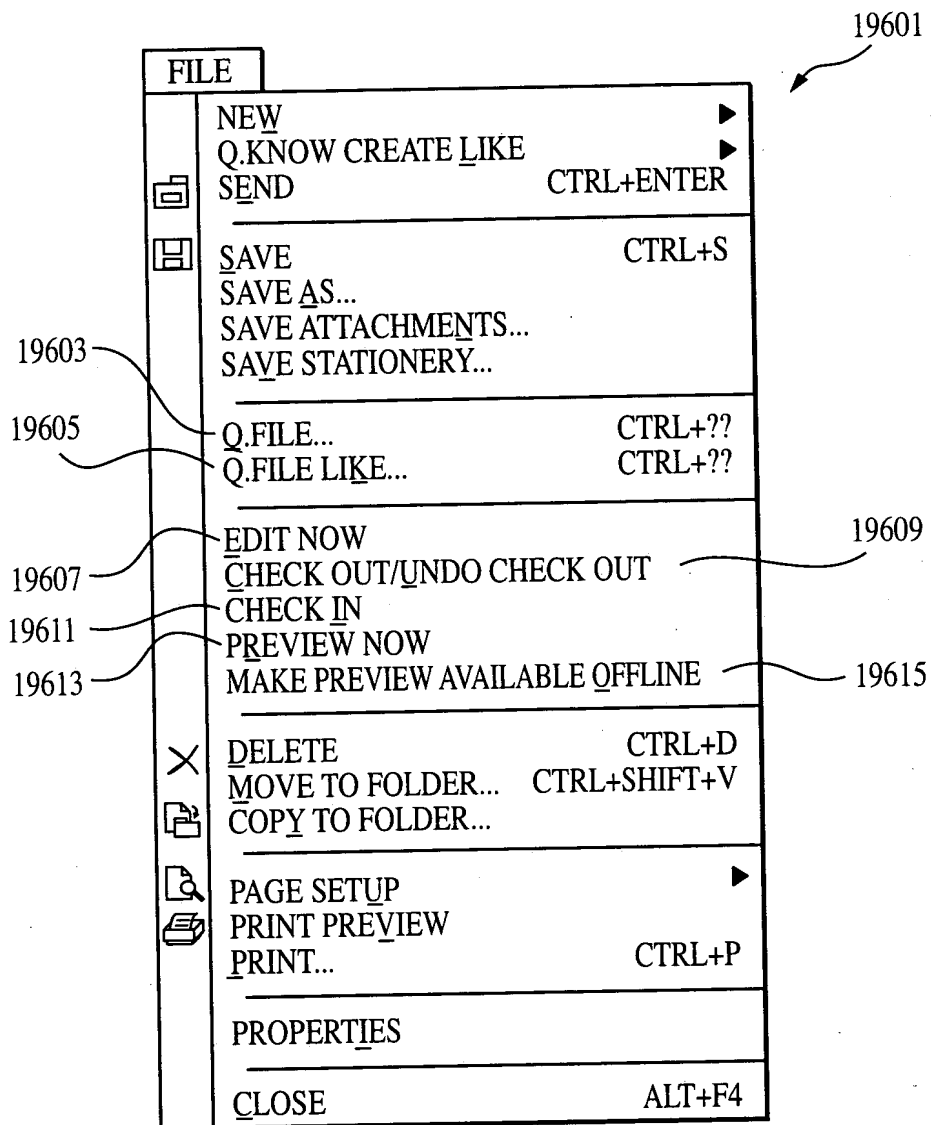


FIG. 196

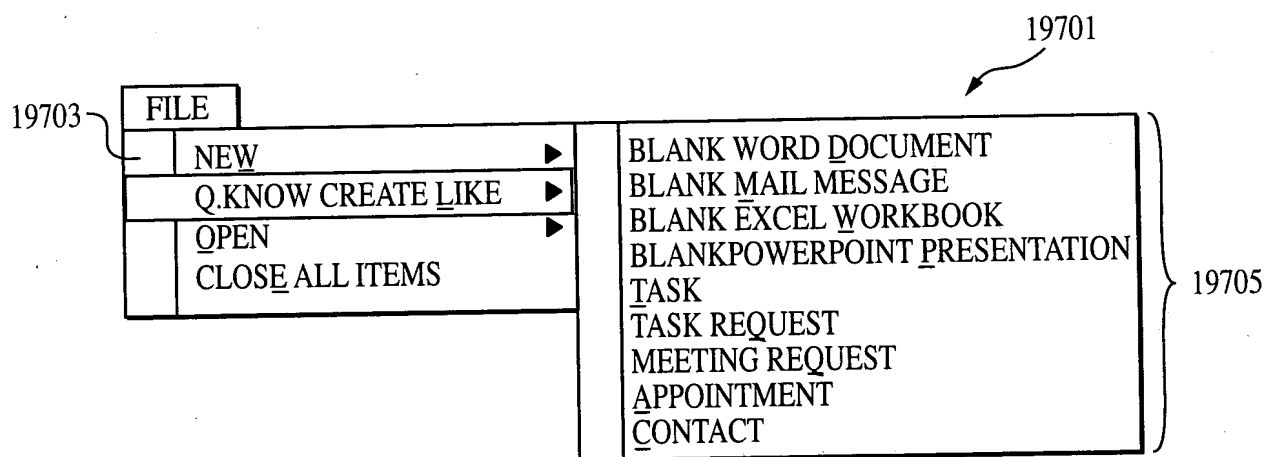


FIG. 197

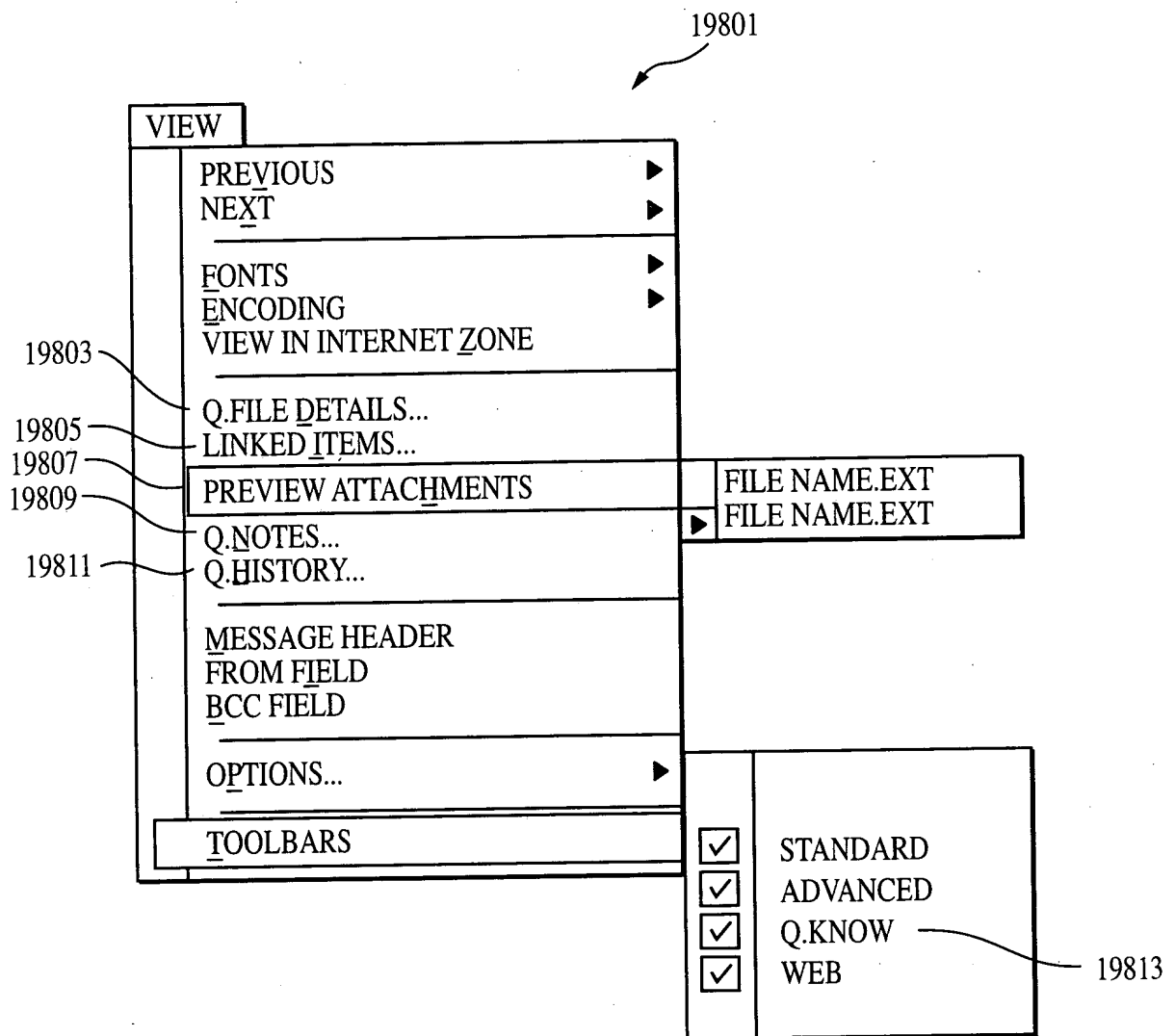


FIG. 198

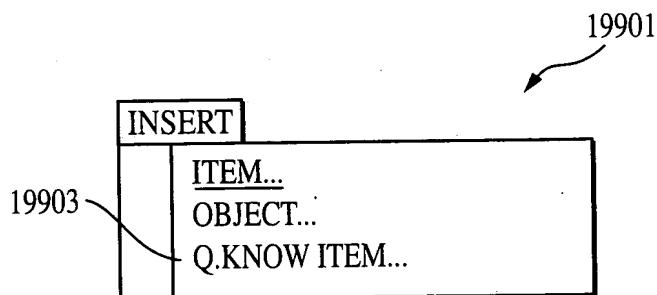


FIG. 199

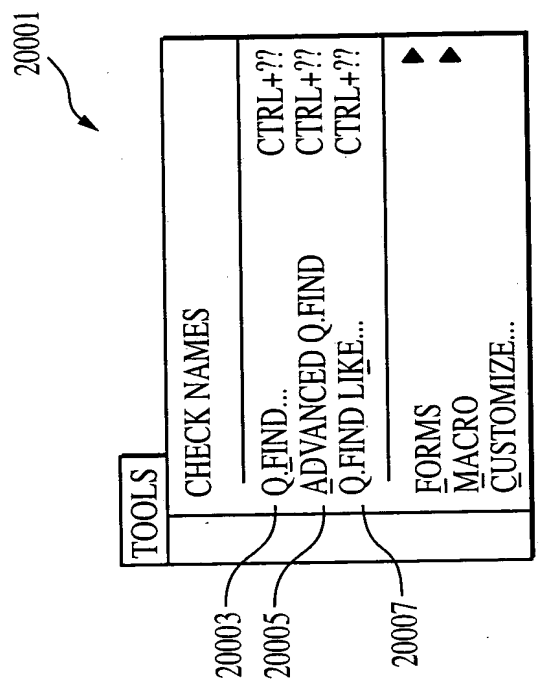


FIG. 200

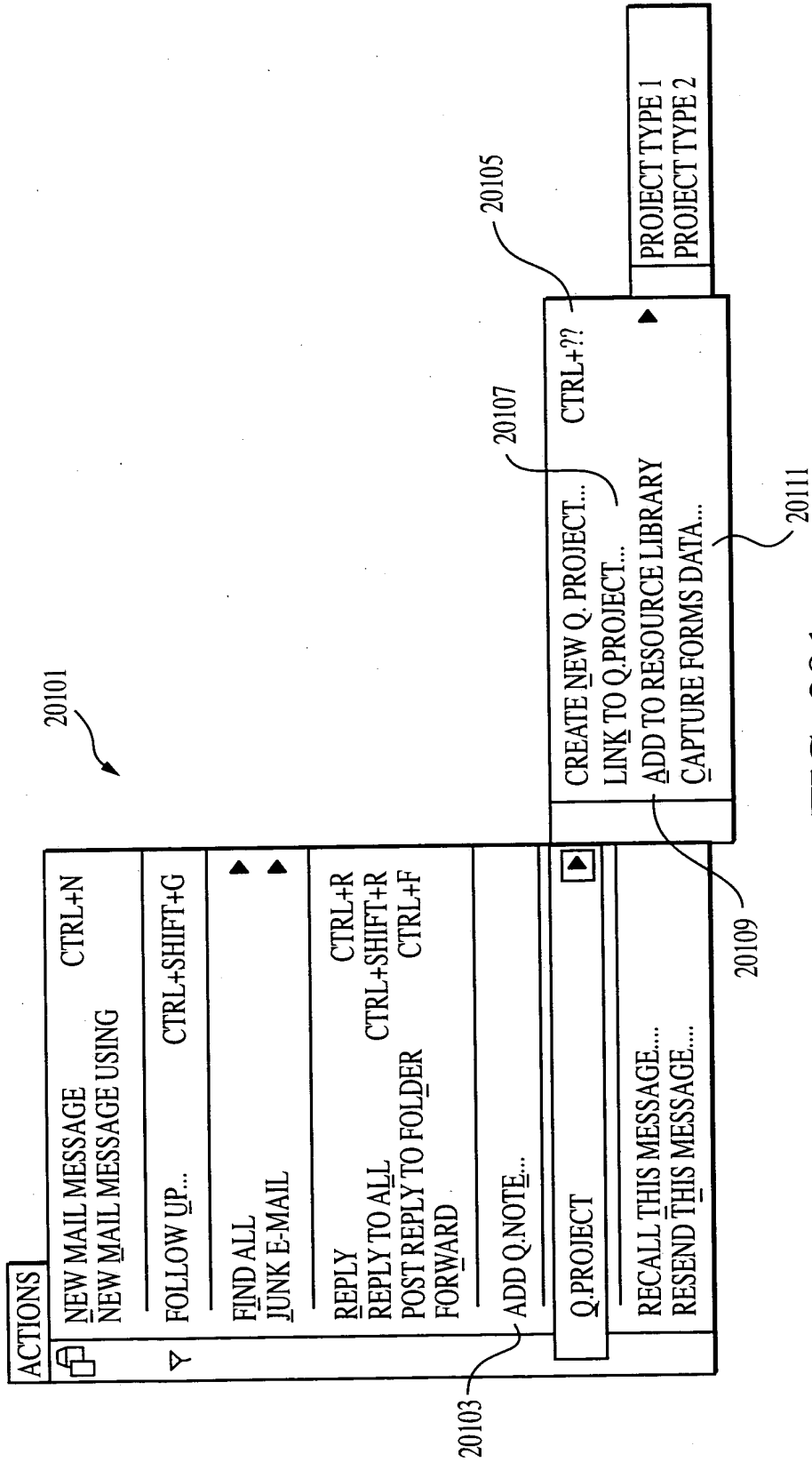


FIG. 201

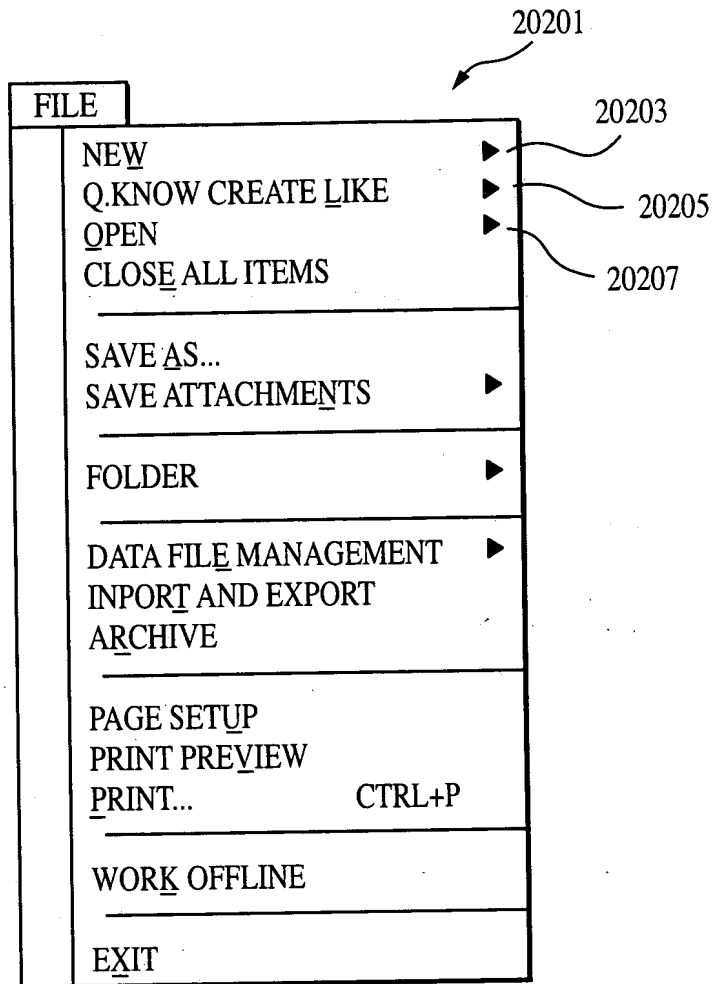


FIG. 202

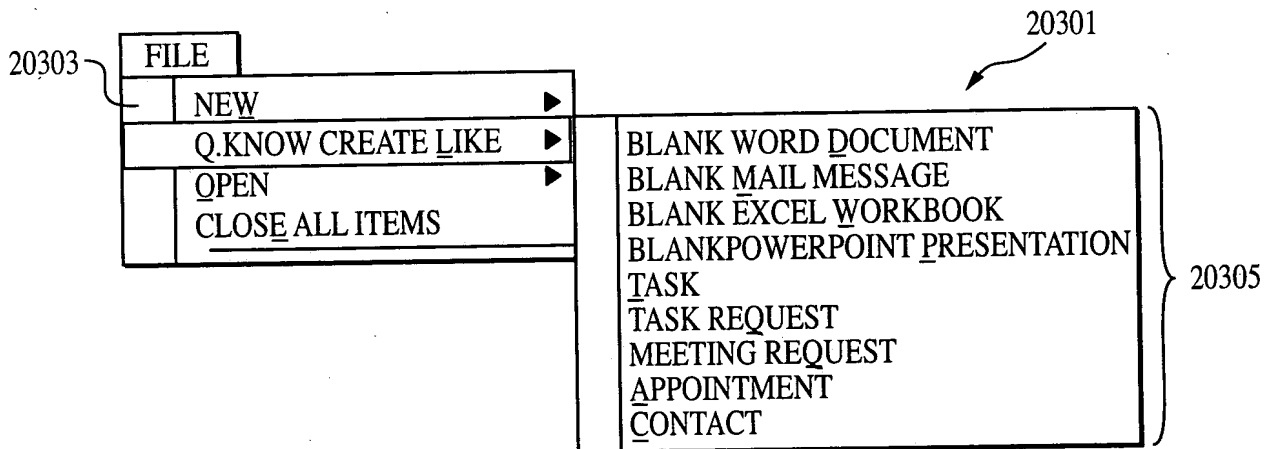


FIG. 203

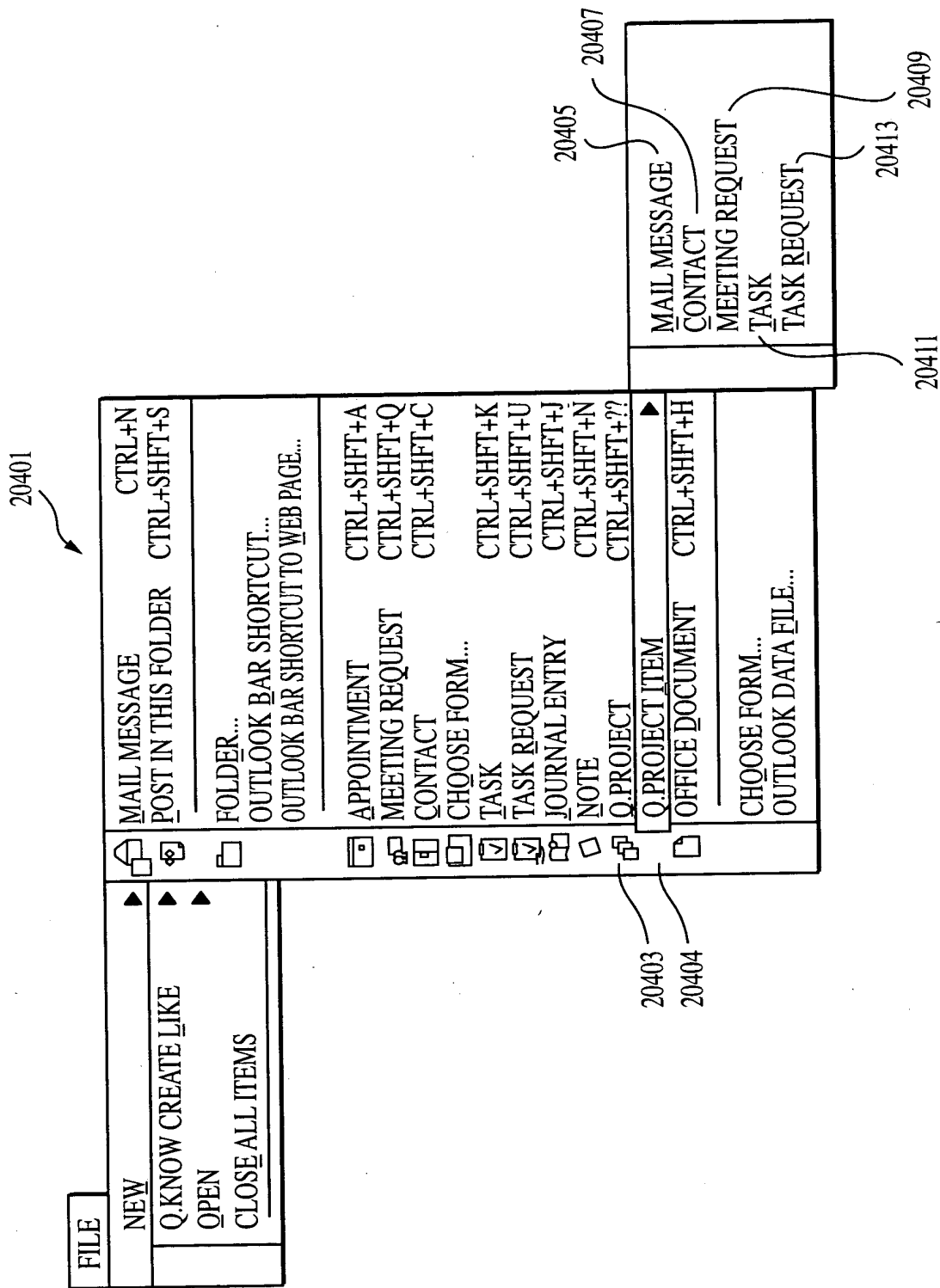


FIG. 204

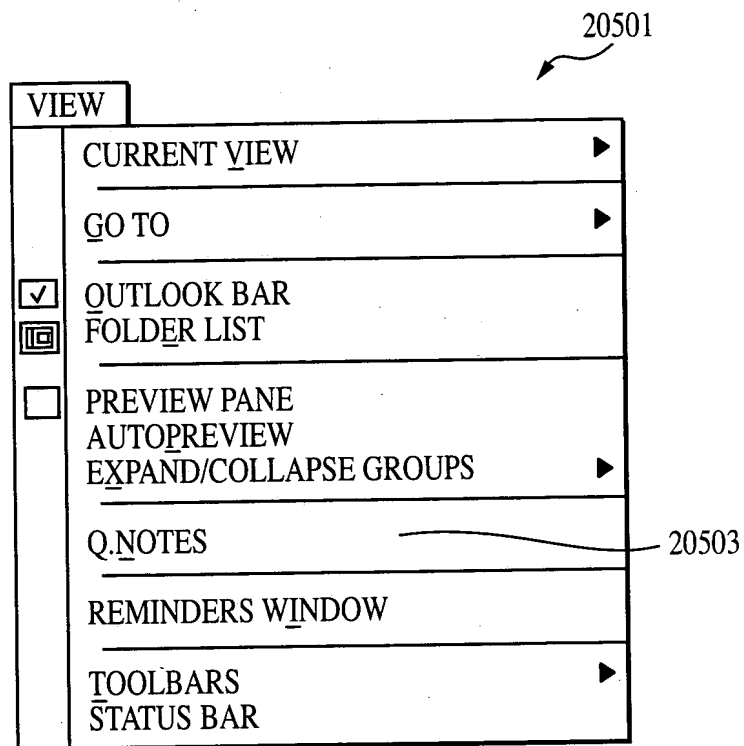


FIG. 205

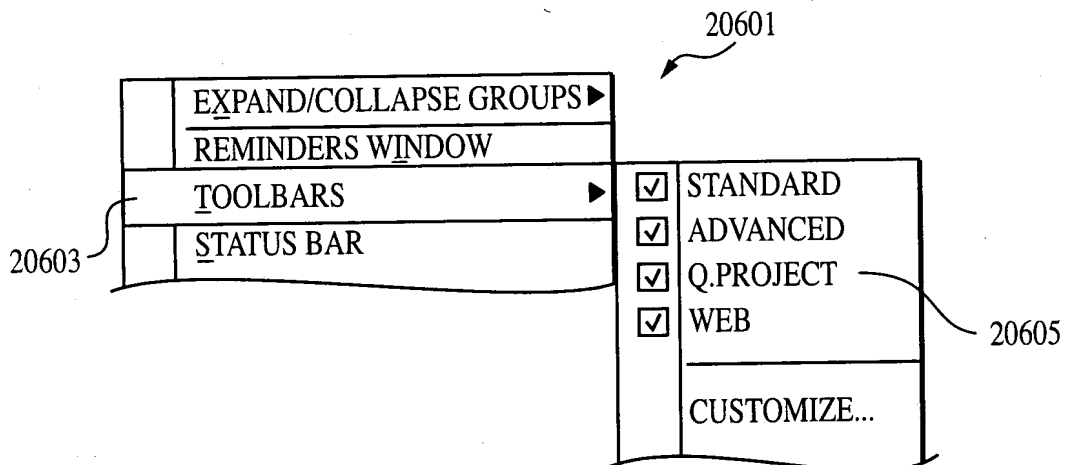


FIG. 206

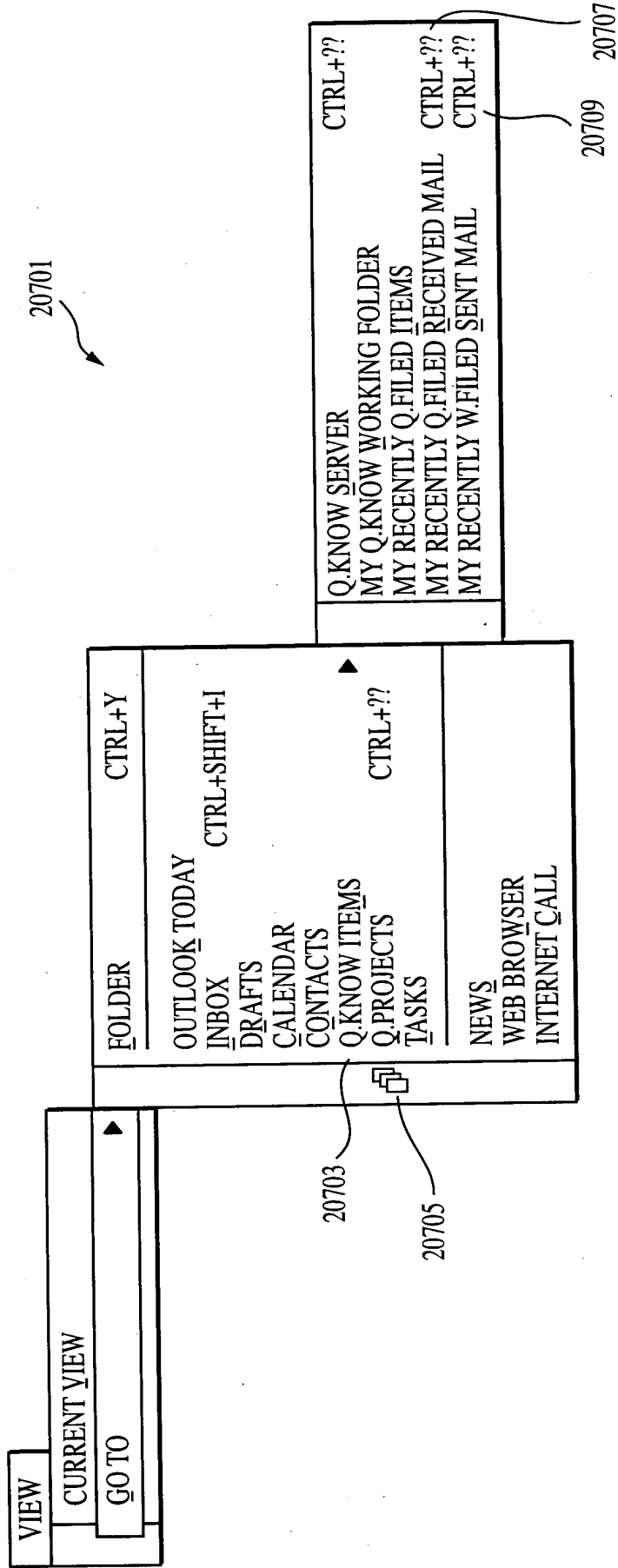


FIG. 207

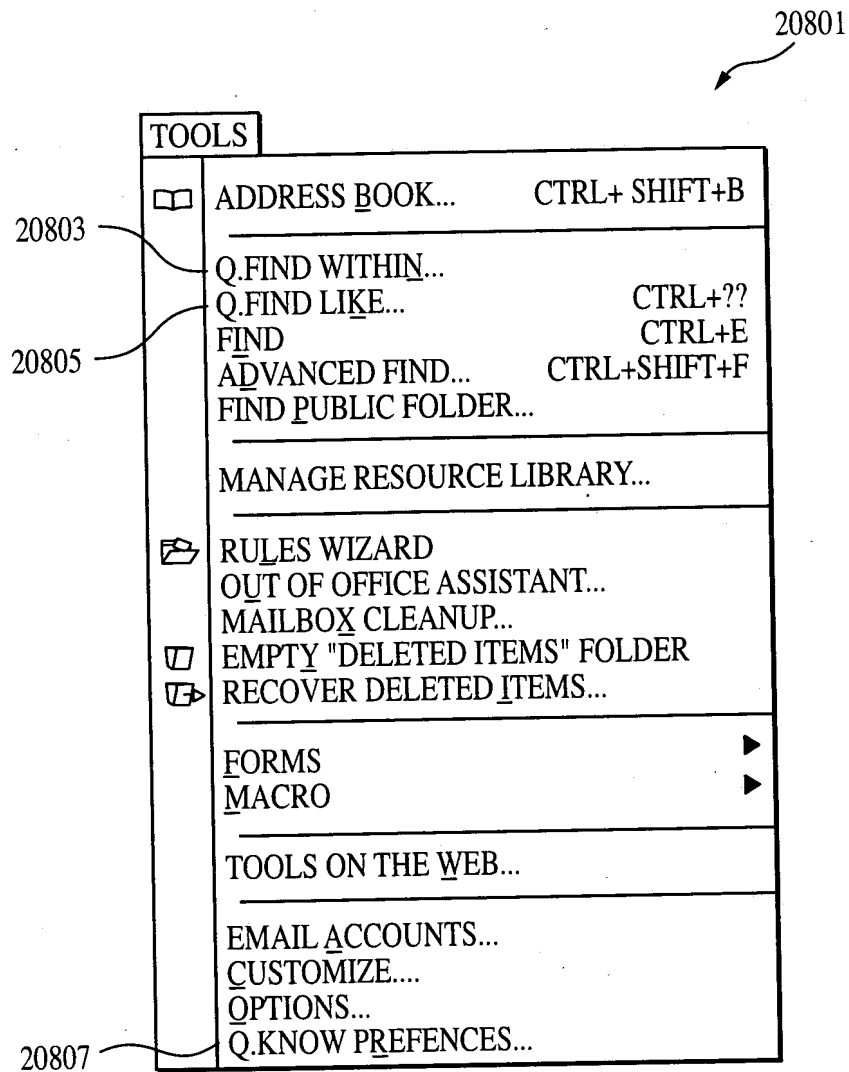


FIG. 208

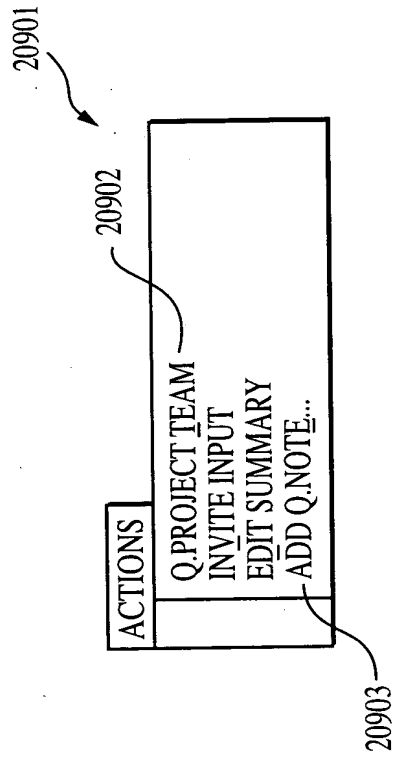


FIG. 209

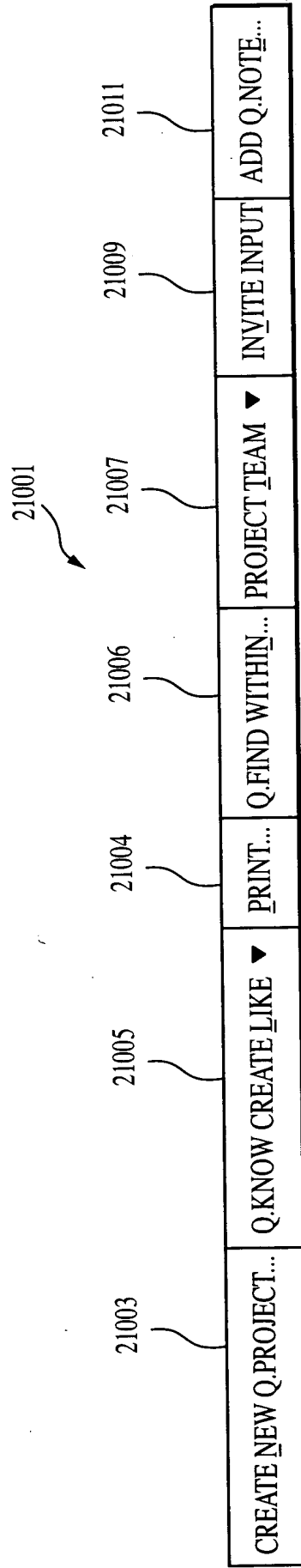


FIG. 210

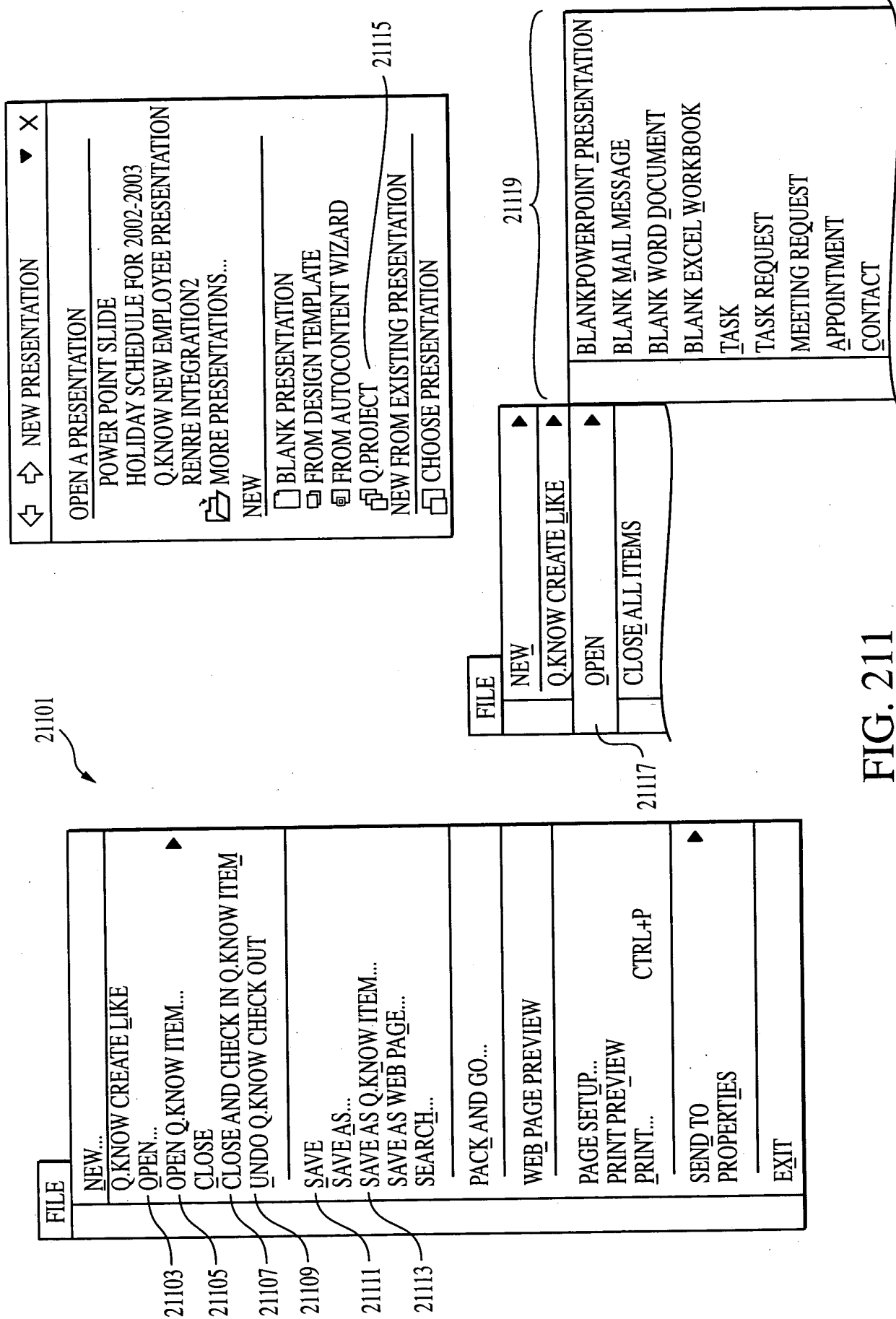


FIG. 211

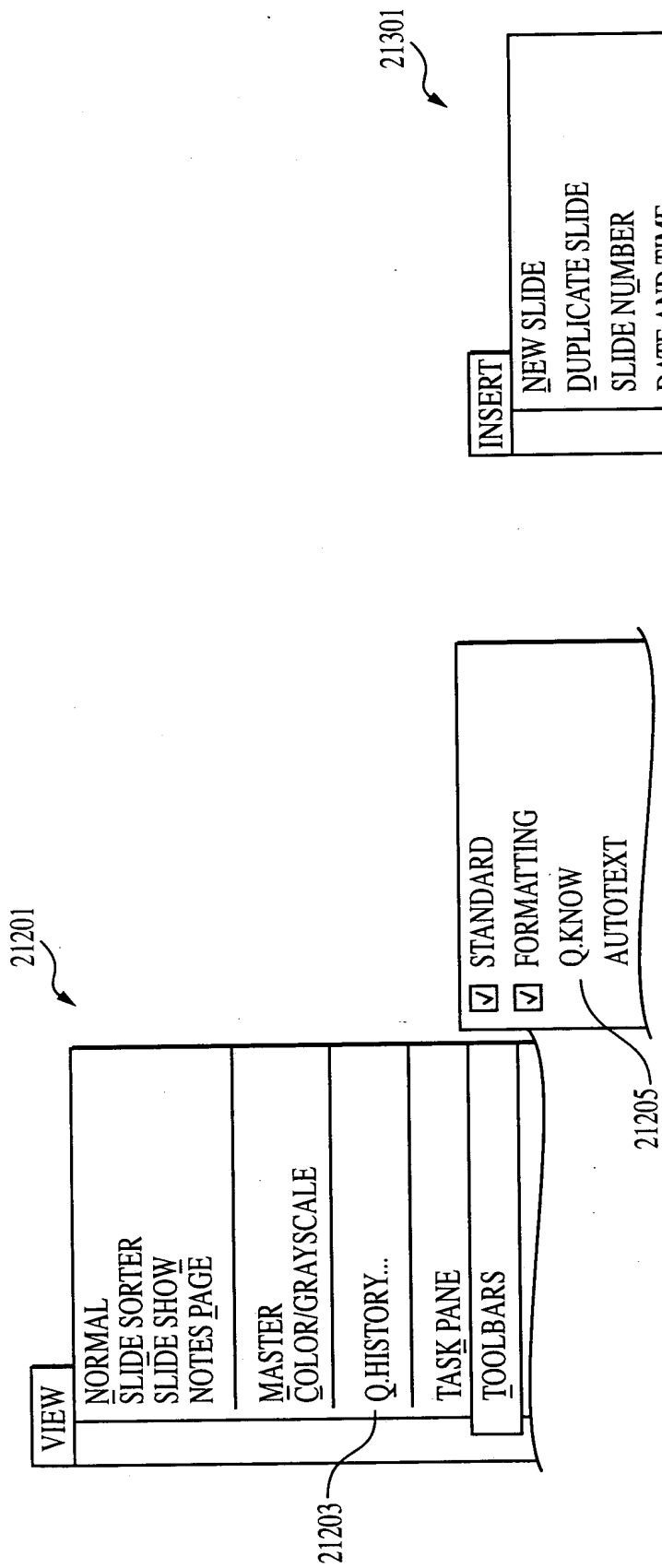


FIG. 212

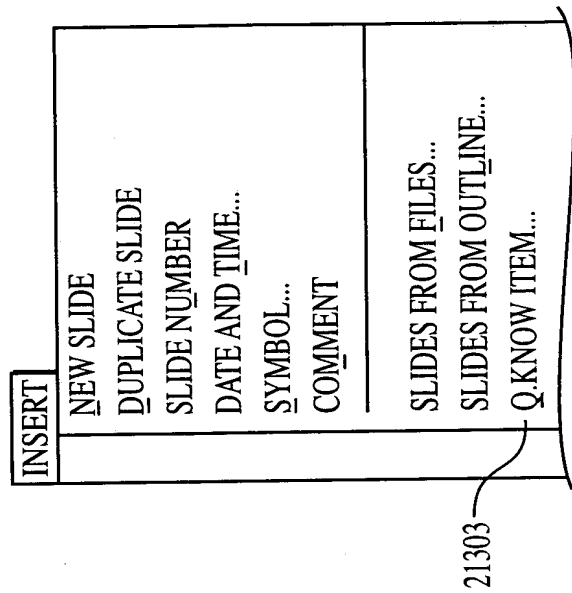


FIG. 213

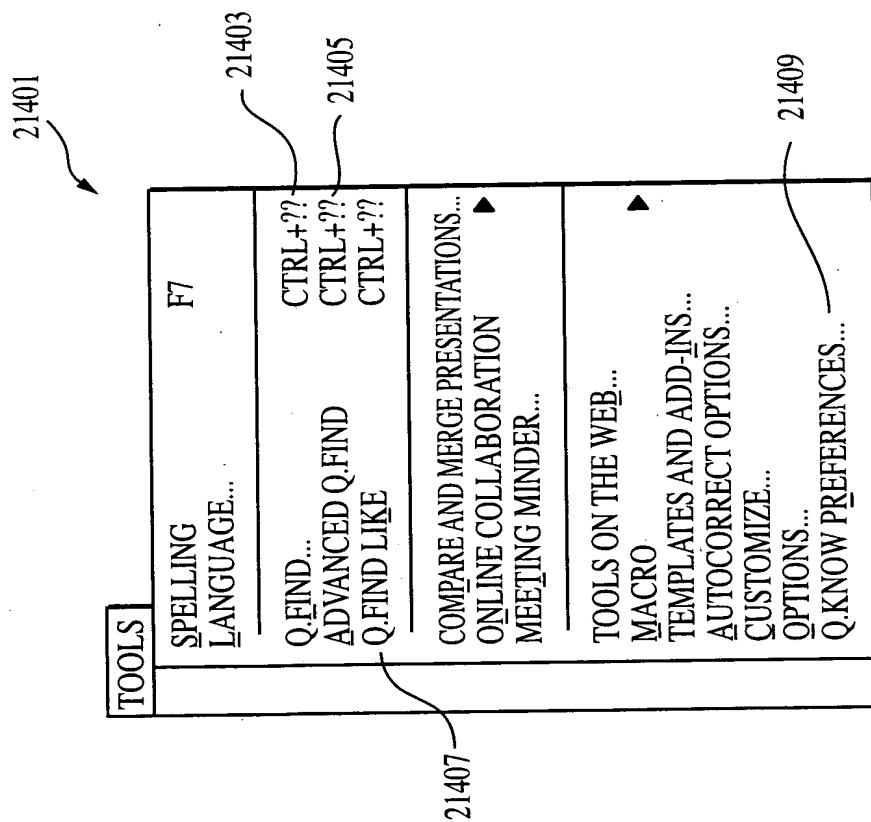


FIG. 214

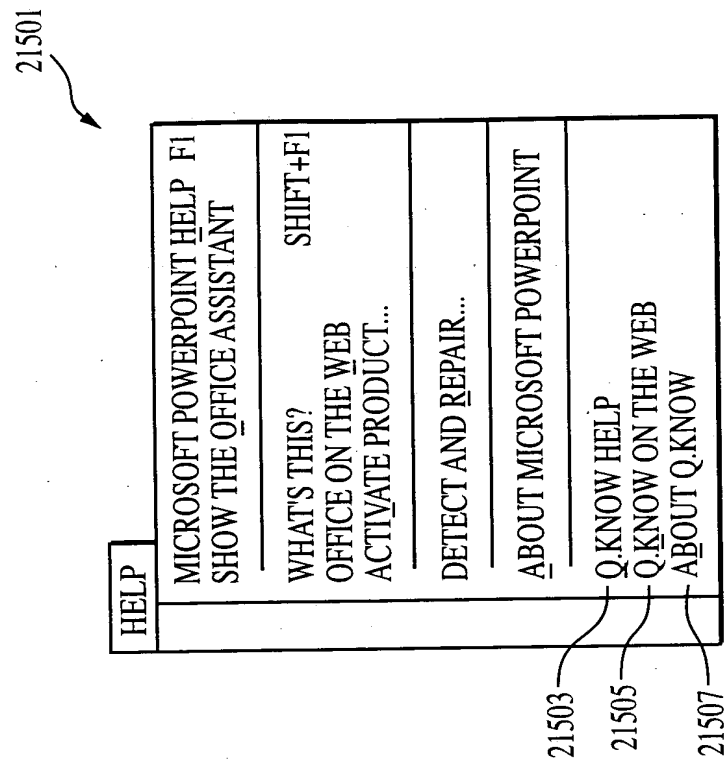


FIG. 215

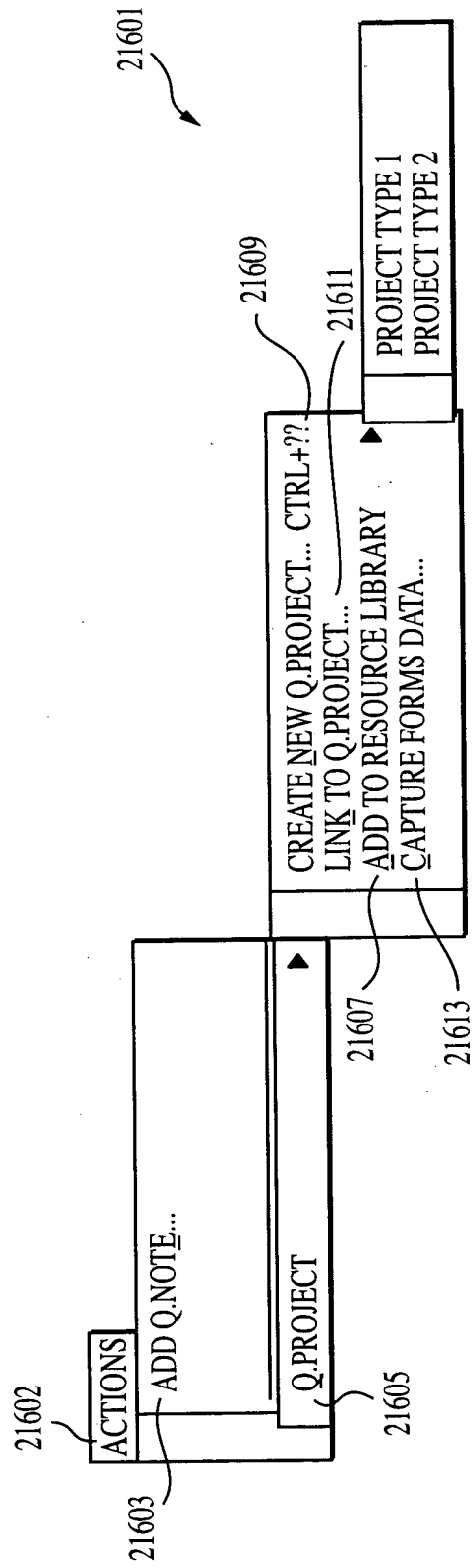


FIG. 216

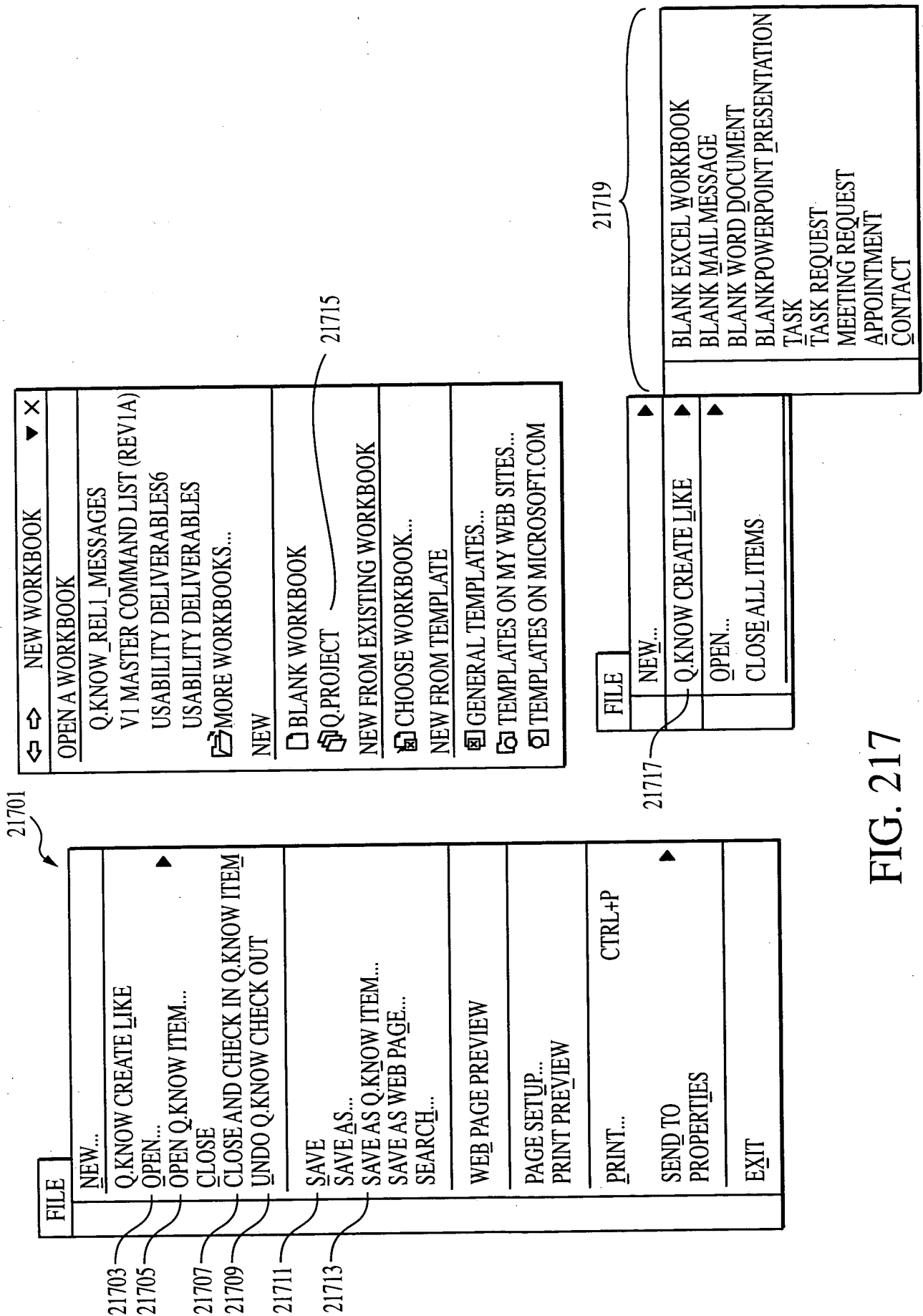


FIG. 217

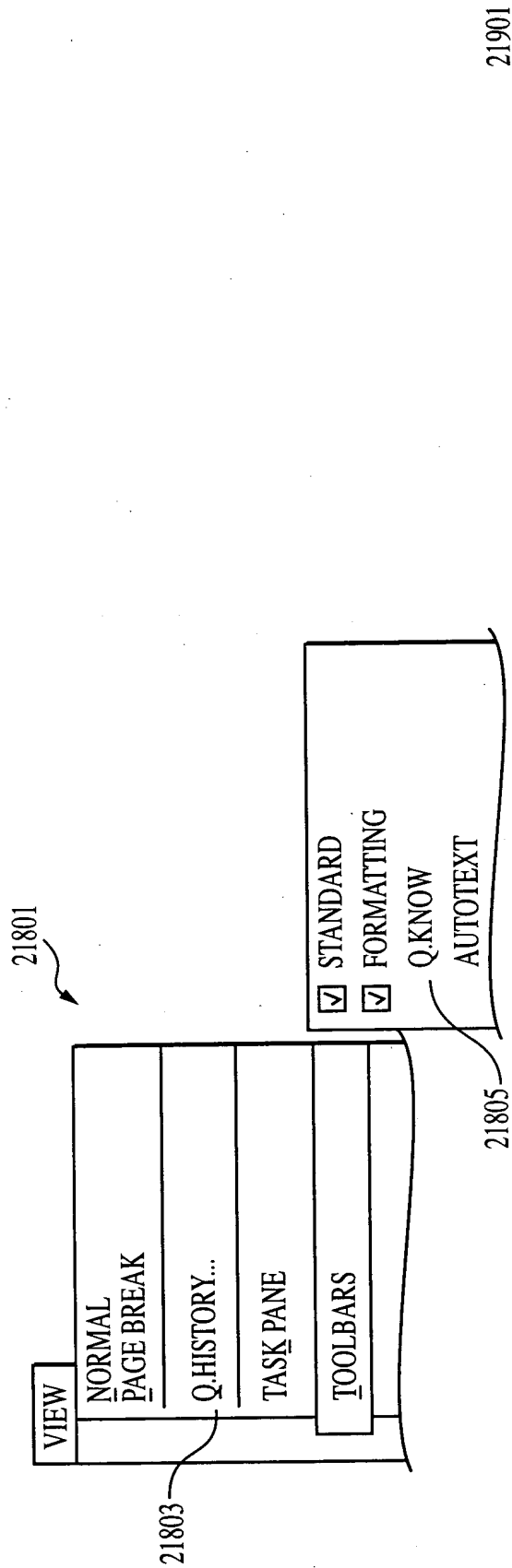


FIG. 218

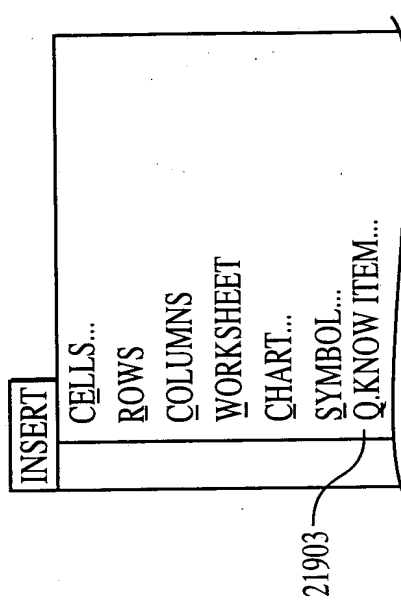


FIG. 219

TOOLS	SPELLING... ERROR CHECKING... SPEECH...	F7
Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...	CTRL+?? CTRL+?? CTRL+??	
SHARE WORKBOOK... TRACK CHANGES COMPARE AND MERGE WORKBOOKS... PROTECTION ONLINE COLLABORATION		▲ ▲ ▲ ▲ ▲
GOAL SEEK... SCENARIOS... FORMULA AUDITING		▲
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...		▲ ▲ ▲ ▲ ▲ ▲ ▲

FIG. 220

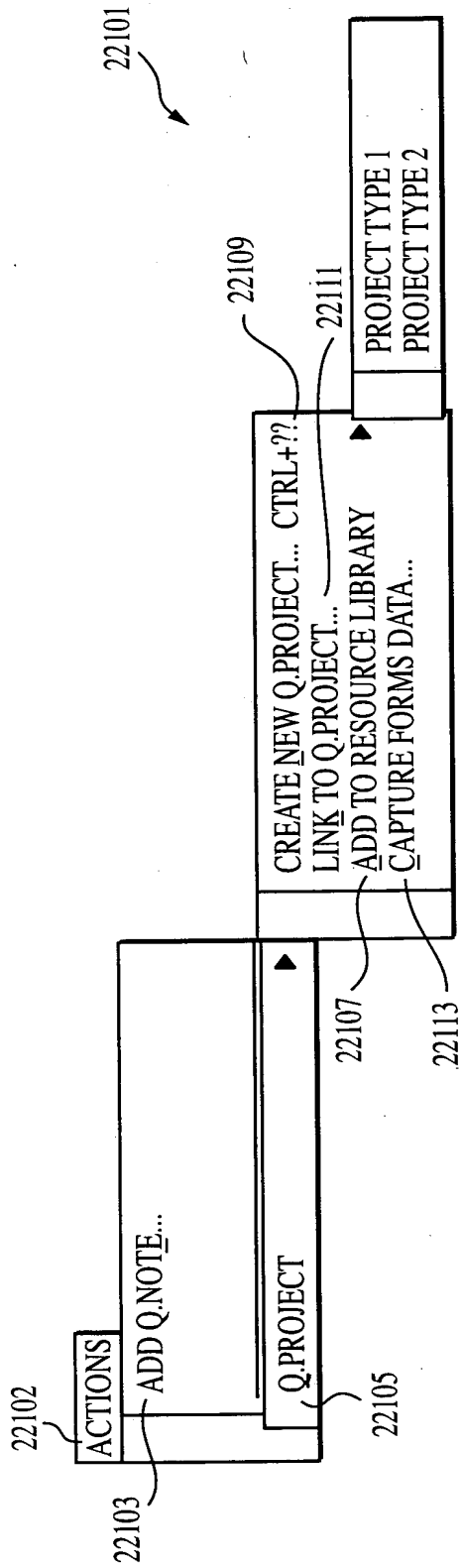


FIG. 221

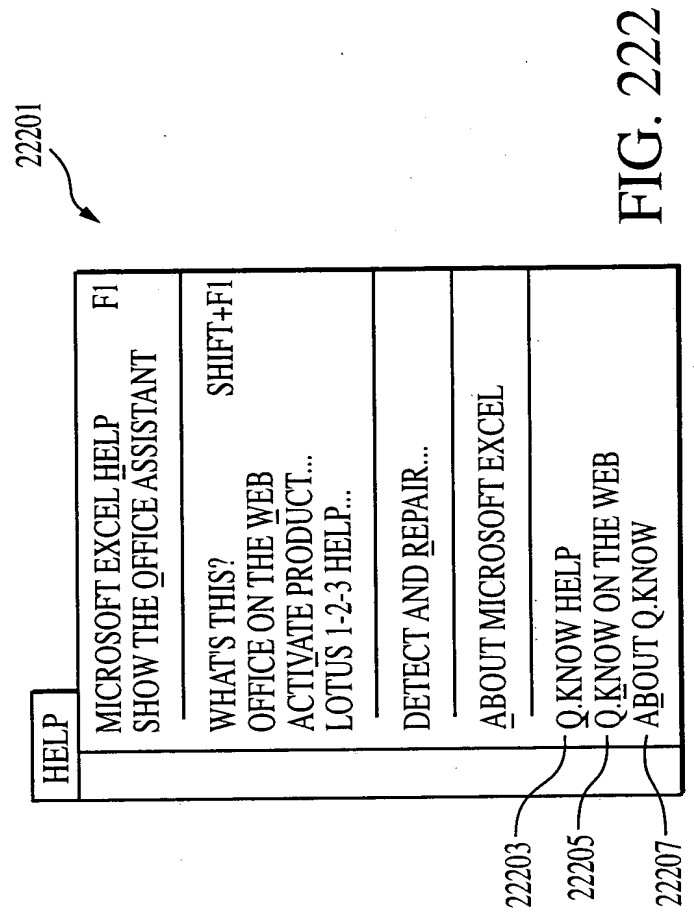


FIG. 222

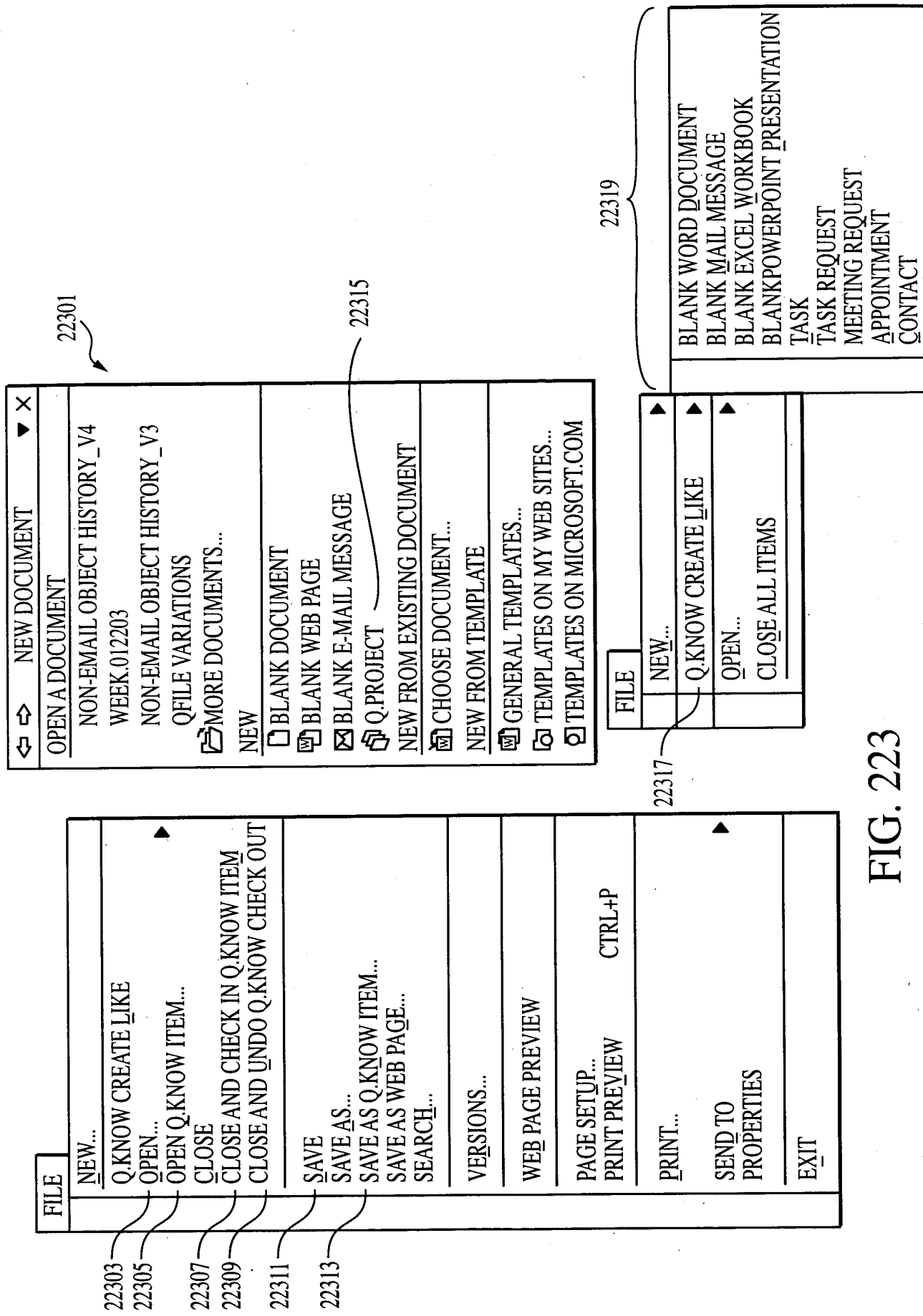


FIG. 223

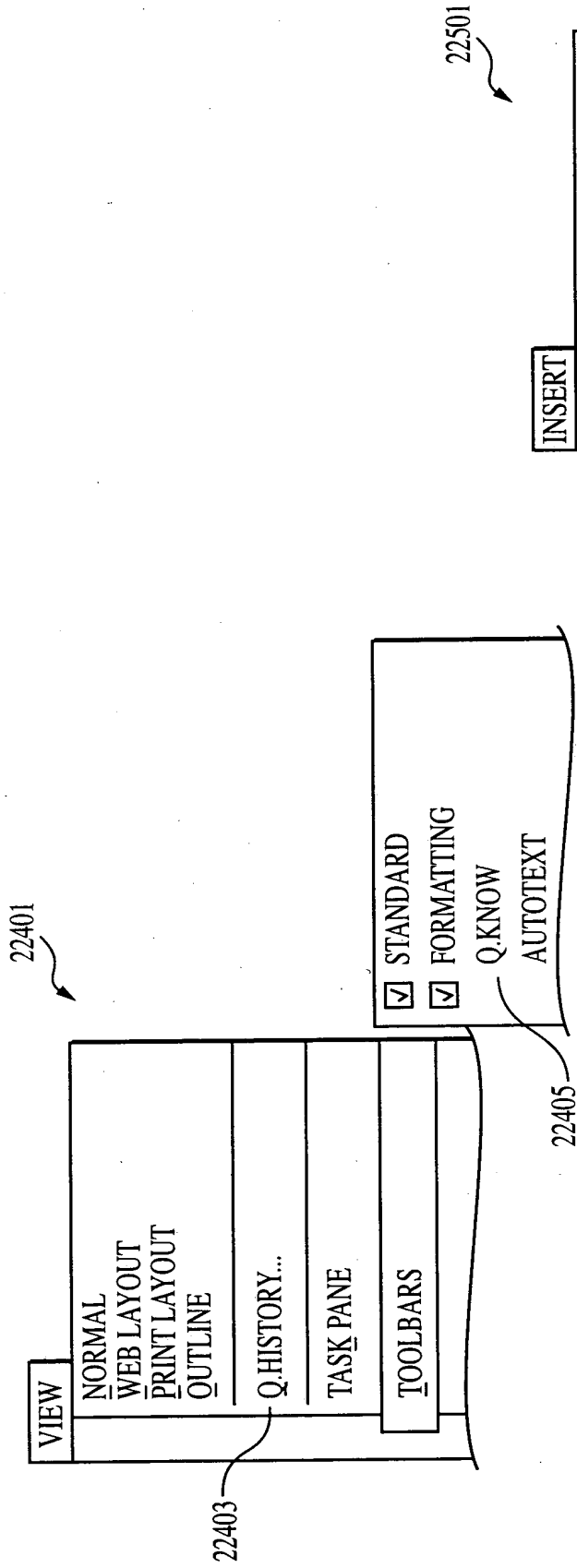


FIG. 224

FIG. 225

TOOLS	
SPELLING AND GRAMMAR LANGUAGE WORD COUNT... AUTOSUMMARIZE... SPEECH...	Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...
TRACK CHANGES COMPARE AND MERGE DOCUMENTS... PROTECT DOCUMENT... ONLINE COLLABORATION	LETTERS AND MAILINGS
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	CTRL+?? CTRL+?? CTRL+??

FIG. 226

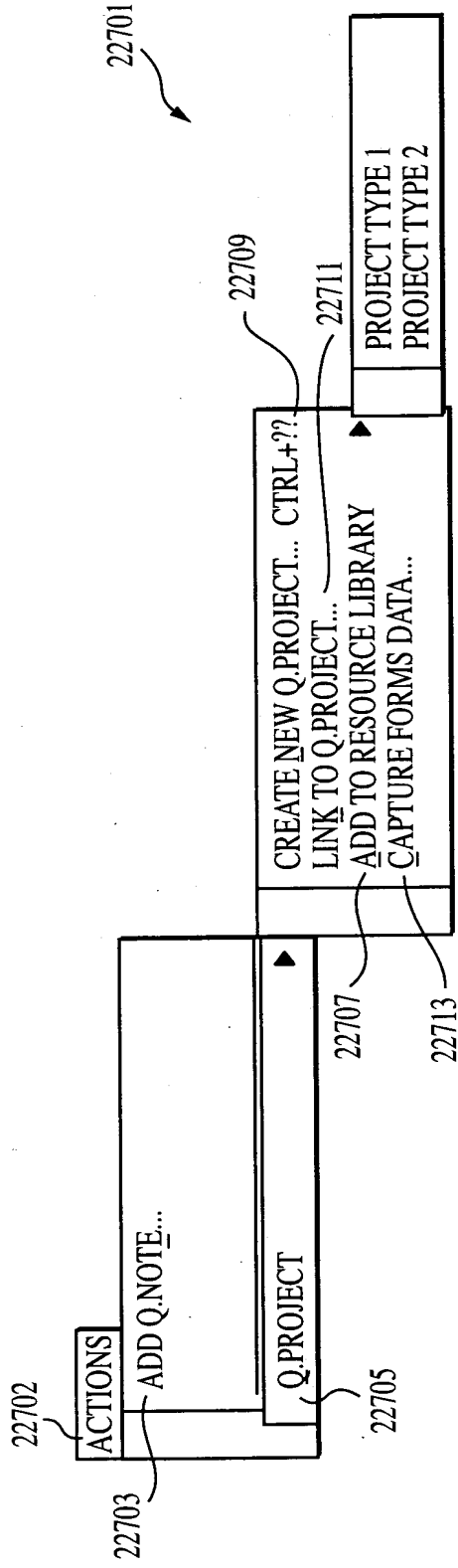


FIG. 227

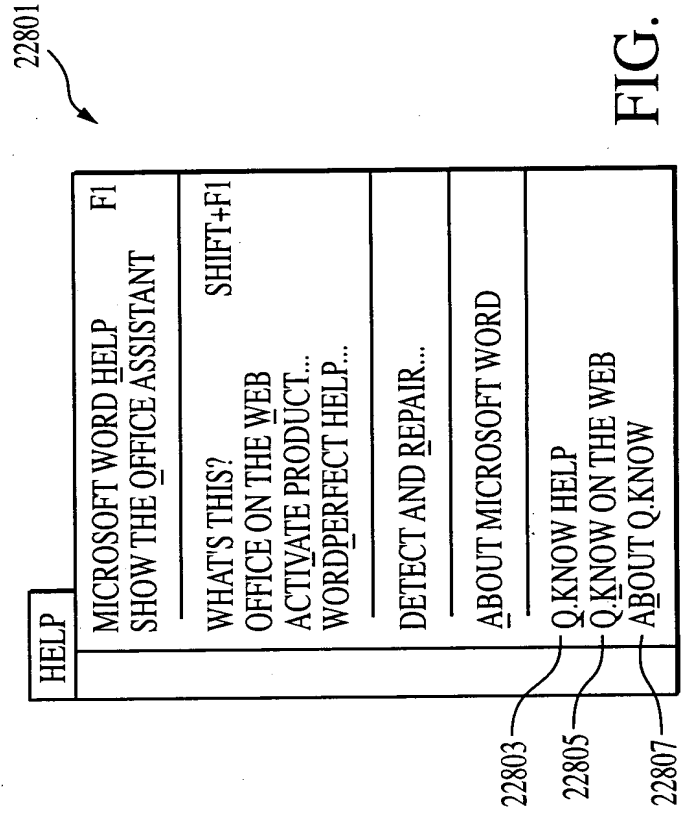


FIG. 228

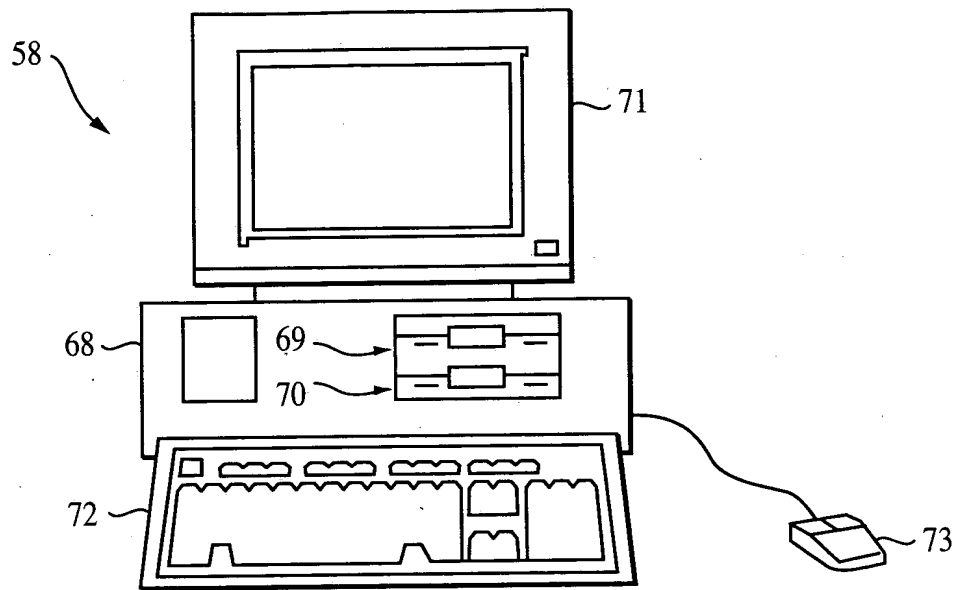


FIG. 229

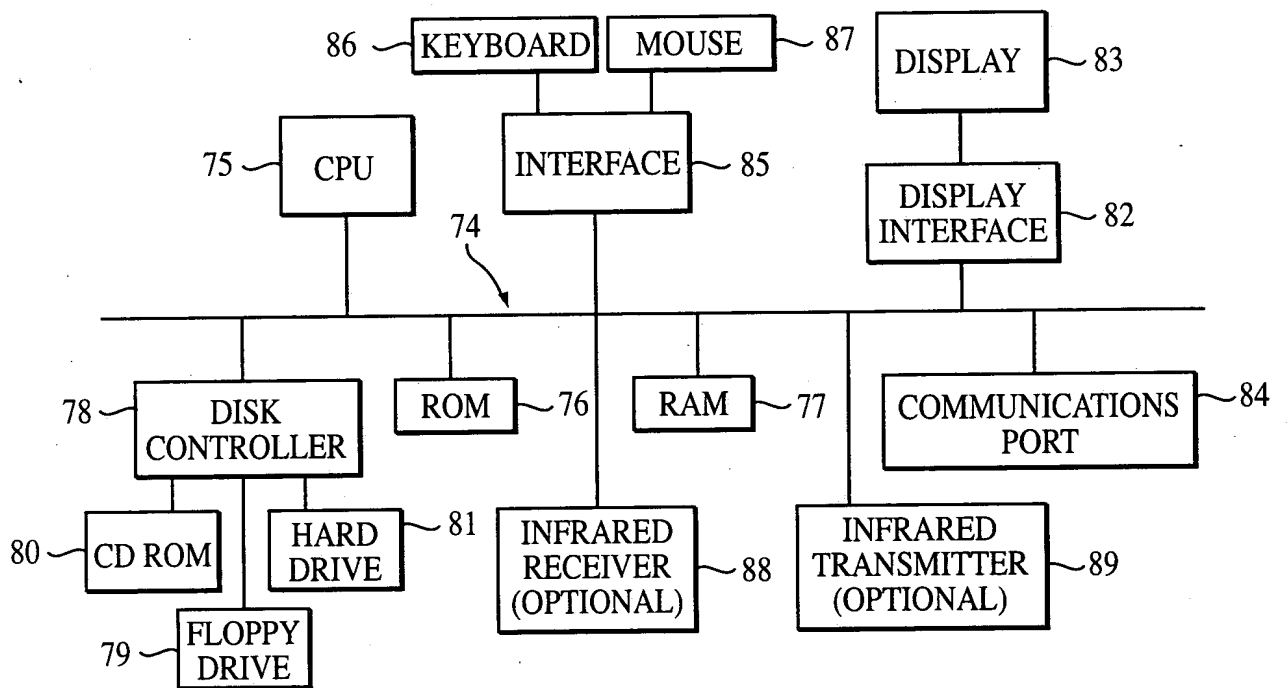


FIG. 230

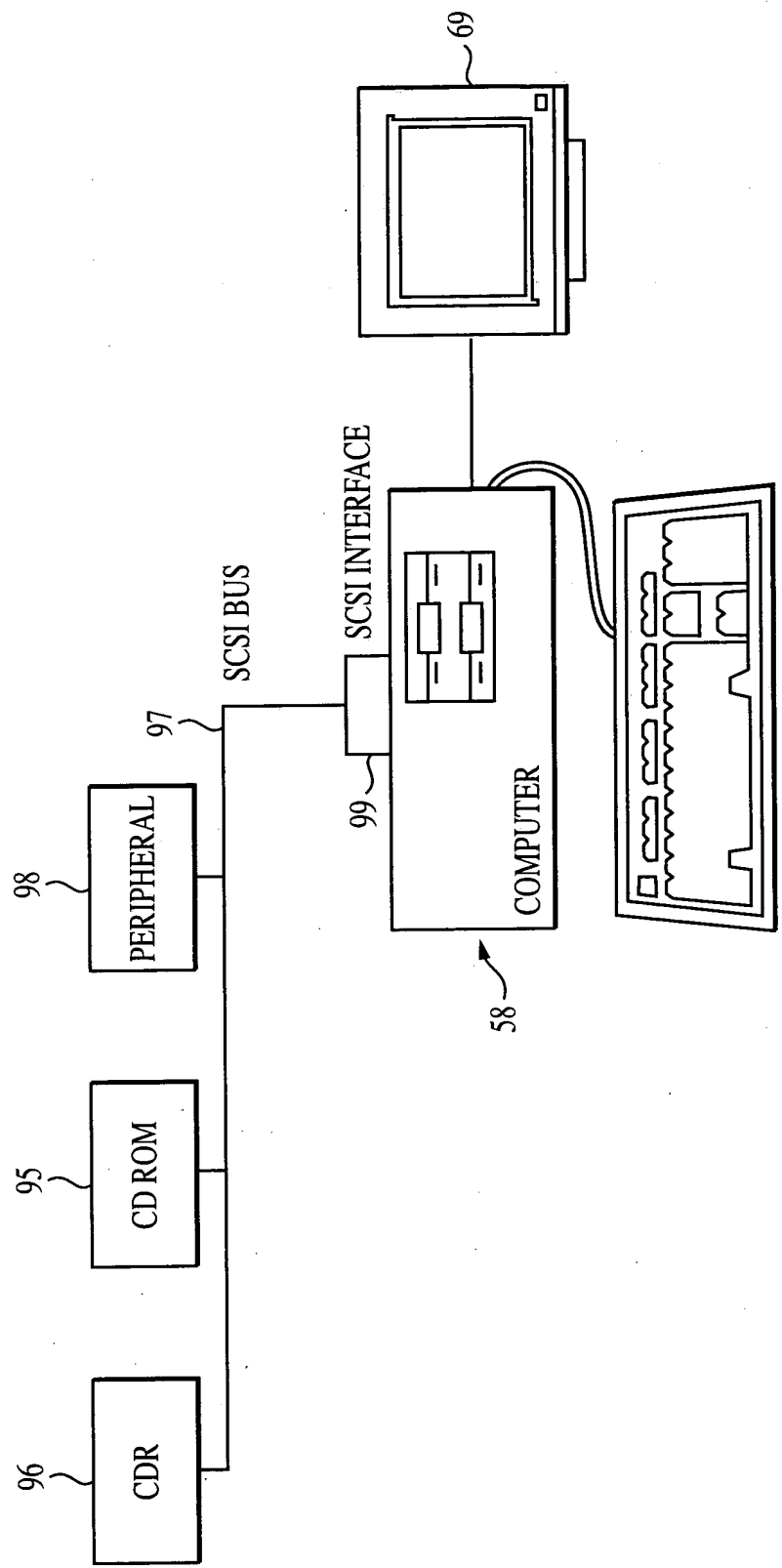
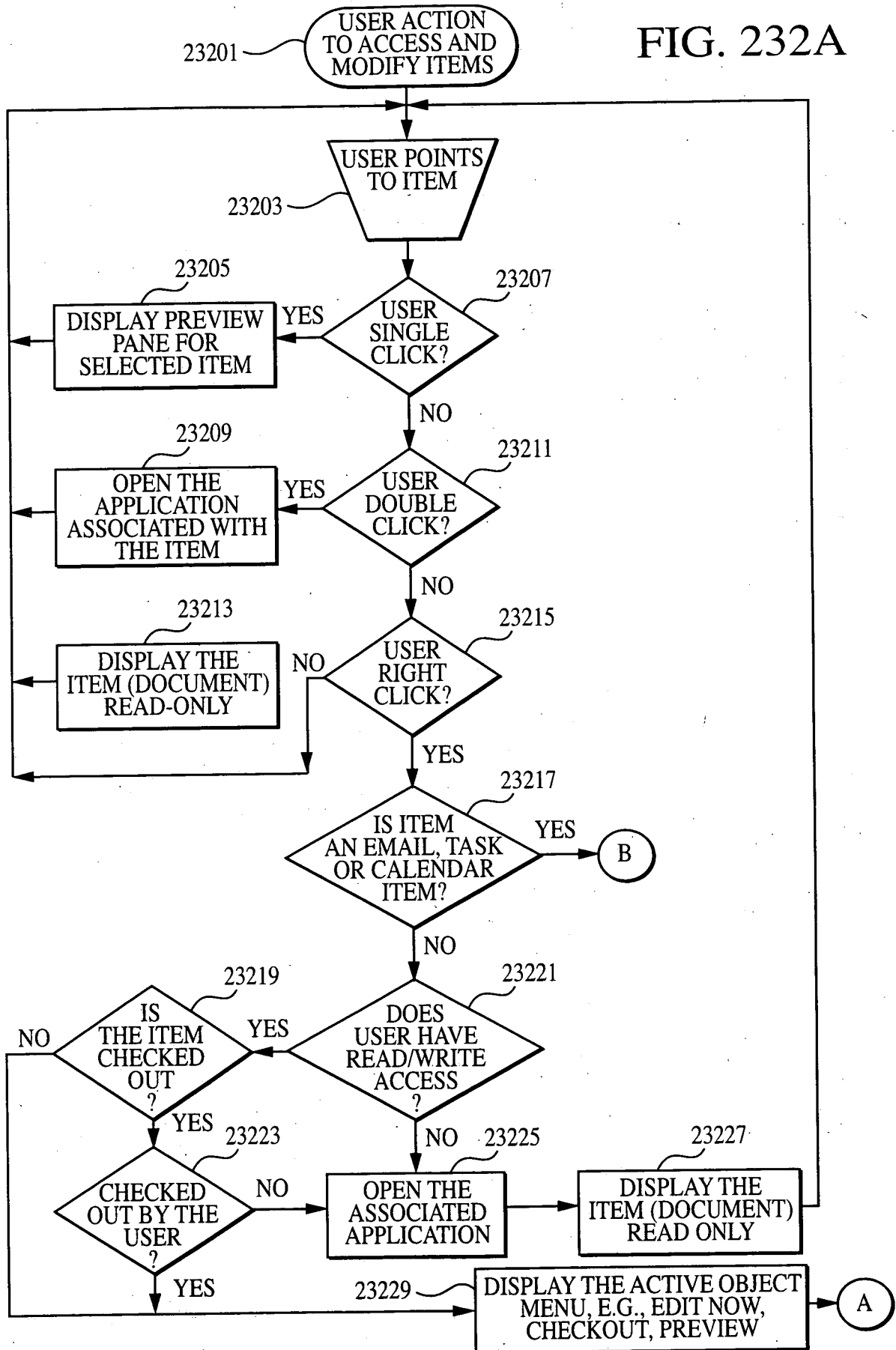
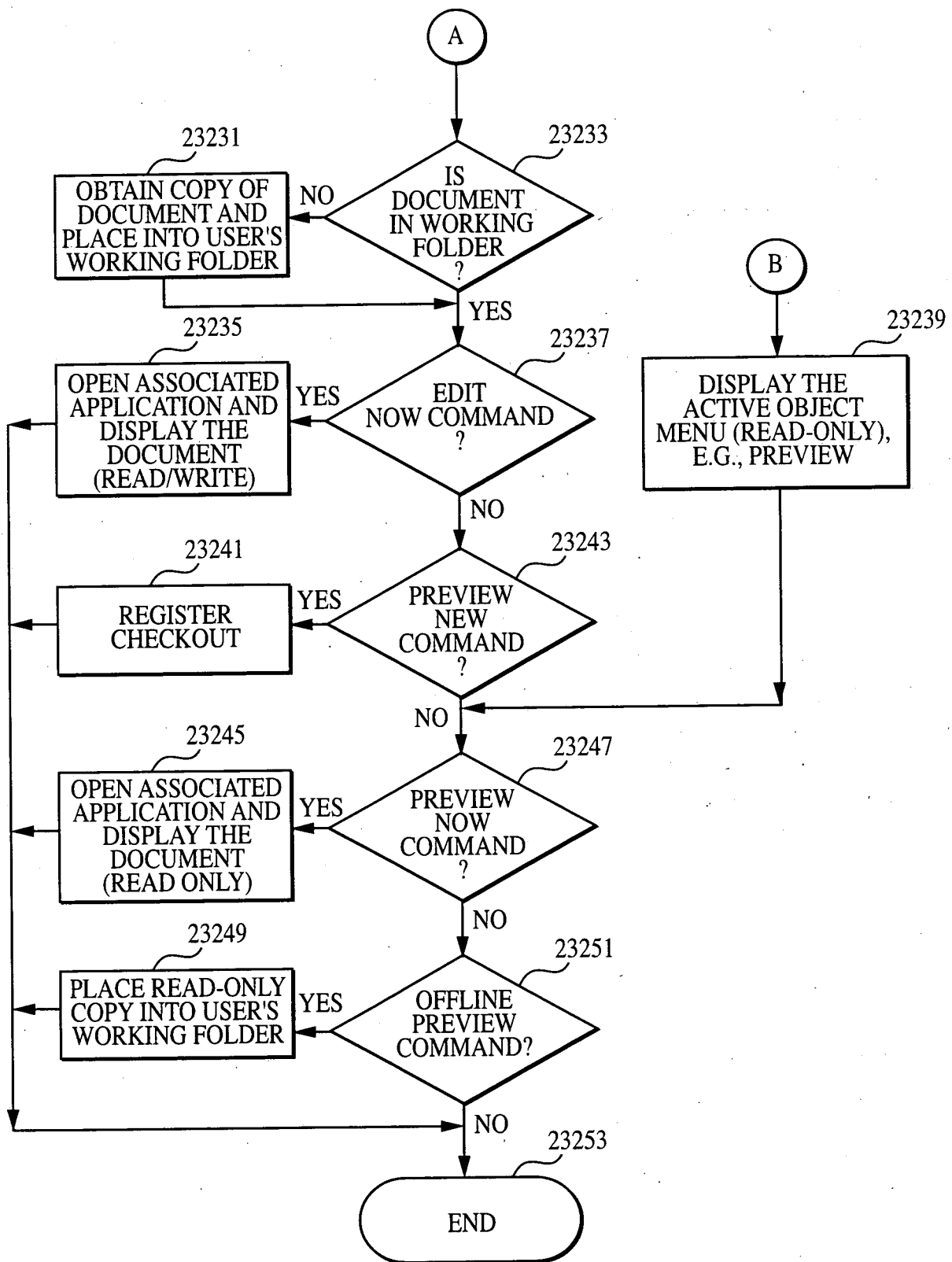


FIG. 231

FIG. 232A





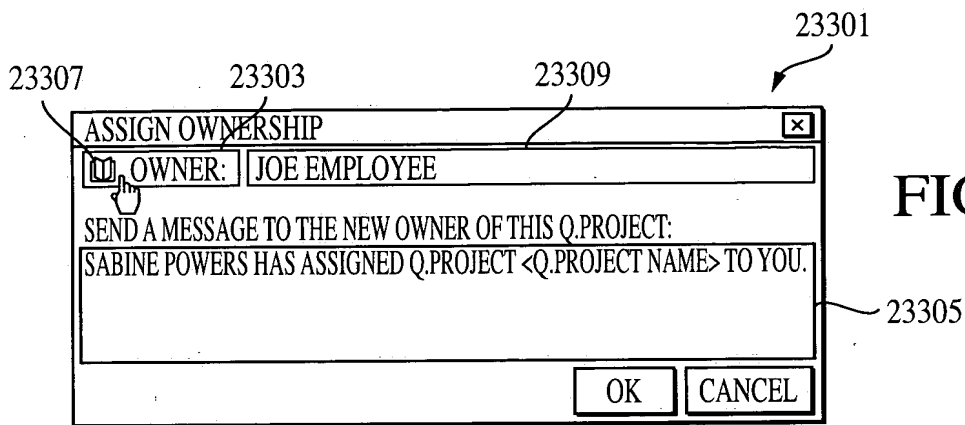


FIG. 233

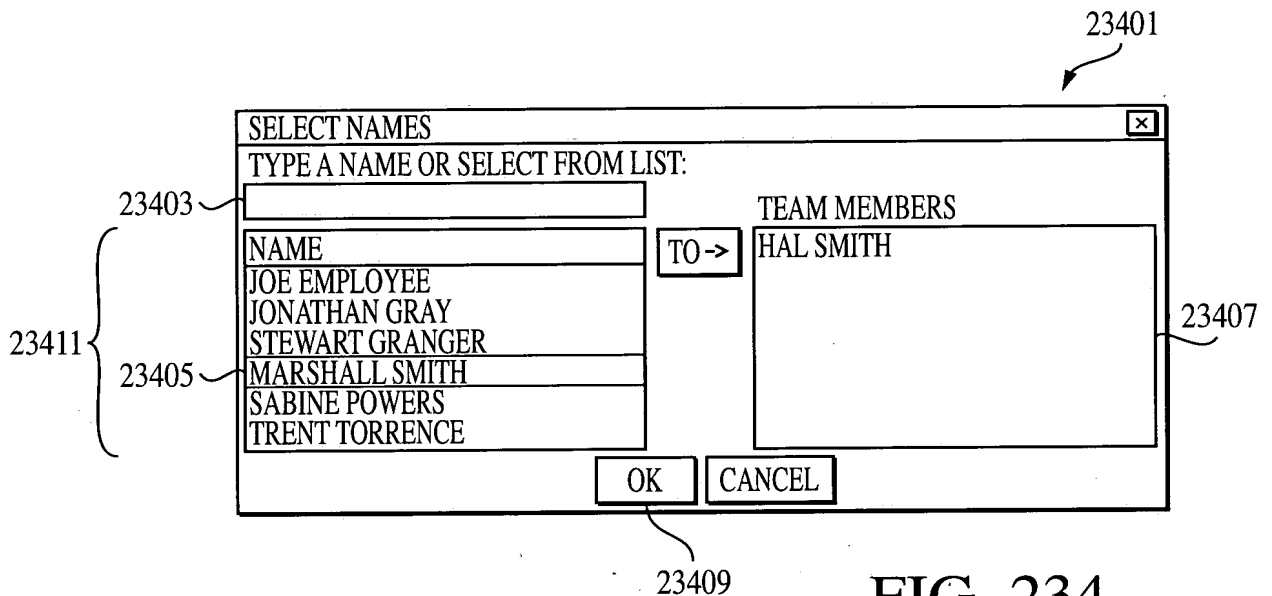


FIG. 234

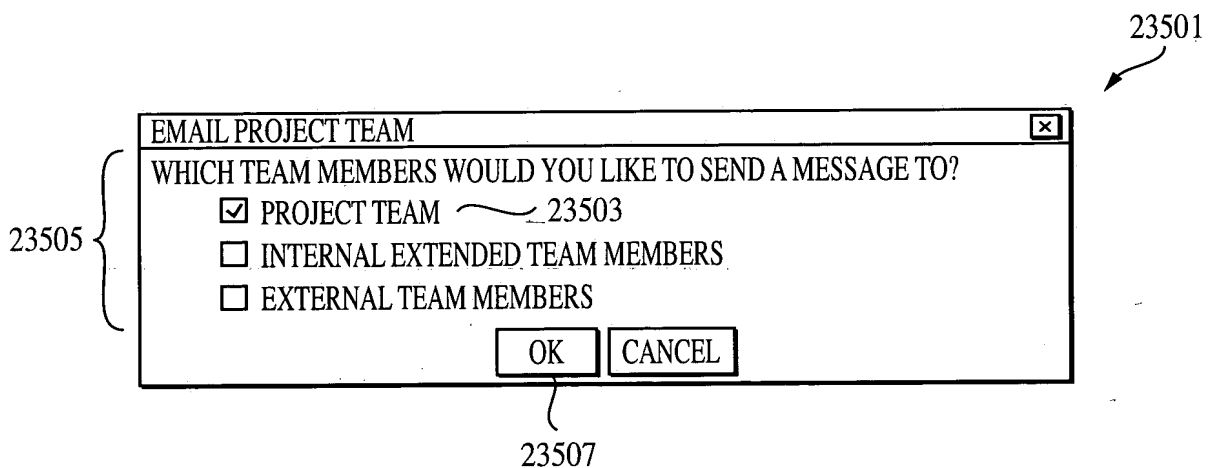


FIG. 235

23601

23615

EDIT PROJECT TEAM

TO EDIT THE PROJECT TEAM...

NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

OWNER.*

UNDERWRITING.*

LEGAL REP.*

FINANCE.*

JOE EMPLOYEE

CARL SHELBY

SABINE POWERS

HAL SMITH

EXTENDED TEAM MEMBERS...

INTERNAL: CLICK ADDRESS BOOK ICON TO EDIT.

EXTERNAL: CLICK ADDRESS BOOK ICON TO EDIT.

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q PROJECT MILESTONES, BUT DO NOT HAVE Q PROJECT RESPONSIBILITIES.

SAVE

CANCEL

23603

23605

23607

23609

23611

23613

23617

FIG. 236

23701

23705

23703

23713

23711

23709

23707

SELECT EXTENDED TEAM MEMBERS

TYPE NAME OR SELECT FROM LIST:

SHOW: LINKED CONTACTS

JOE EMPLOYEE

JONATHAN GRAY

STEWART GRANGER

MARSHALL SMITH

SABINE POWERS

TRENT TORRENCE

TO ->

<- REMOVE

INTERNAL EXTENDED TEAM MEMBERS

HAL SMITH

CREATE

Q.FIND TO ADD

OK

CANCEL

FIG. 237